Hopper™ WITH sling®

WHOLE-HOME DVR

USER GUIDE

Hopper™ WITH sling® | Joey™

dish®

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Warning and Attention Symbols

You must be aware of safety when you install and use this system. This *User Guide* provides various procedures. If you do some of these procedures carelessly, you could injure or kill yourself or damage equipment or property. Some other procedures require special attention.

The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

For Your Safety

Do not try to open the case of the receiver. There is risk of electrical shock, which may cause damage to the receiver and/or personal injury or death to you. There are no user-serviceable parts inside the receiver. Opening the receiver case or making unauthorized changes will void the warranty.

Warning: To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.

Important Software Notice

As with all software controlled products, unexpected behavior could arise if the user tries to perform operations in a non-routine manner. This product, like almost any other high tech product, is subject to bugs and hence EchoStar CANNOT AND DOES NOT GUARANTEE OR WARRANT THAT ALL FEATURES, SUCH AS PARENTAL CONTROLS, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. EchoStar endeavors to improve such conditions and will periodically download improvements.

In compliance with the terms of the GNU Public License (GPL), EchoStar is making some source code available to the public to download from www.echostar.com.

Equipment and Software Covered by this User’s Guide

This *User Guide* covers the Hopper with Sling HD DVR receiver, and software model Hopper with Sling. This *Guide* may cover other devices, not listed here.

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Please send comments or questions about this *User Guide* to: *Technical Publications, EchoStar Corporation, 100 Inverness Terrace East, Englewood, Colorado 80112*.

Part Number: 198699

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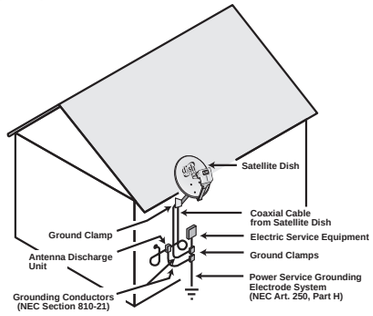
Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Use only attachments/accessories specified by the manufacturer.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
14. The power plug must be readily accessible so that the apparatus can be easily disconnected from the AC power.
15. Tighten all of the coaxial cable connections only by hand. If you use a wrench, you may overtighten the connections and damage your equipment.
16. The receiver is still connected to the AC power whenever it is plugged into a live power outlet, even if it is "turned off" (in standby mode) using a remote-control or front-panel POWER button.

Safety

Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus. Also, no sources of flame, such as lit candles, shall be placed on the apparatus.

Note to Satellite TV System Installer: This reminder is provided to call the satellite TV system installer's attention to Article 820-40 of the National Electrical Code (NEC) that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.



- Operate the receiver using only the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, not the cord.
- Do not overload wall outlets or extension cords; this can result in a risk of fire or electrical shock.
- Never insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- Do not locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take extreme care to avoid touching such power lines or circuits, as contact with them can be fatal.
- Do not attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage, and will void the Limited Warranty. Refer all servicing to authorized service personnel.

Proper Care of Your Equipment

- Always handle the satellite receiver carefully. Excessive shock and vibration can damage the hard drive.
- Unplug the receiver from the AC power outlet before cleaning.
- Always turn the receiver off, unplug it and let it sit for at least 30 seconds before moving it.
- The use of accessories or attachments not recommended by the receiver manufacturer will void the Limited Warranty.
- Do not place the receiver in an enclosure (such as a cabinet) without proper ventilation.
- Do not stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.
- Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F. If the receiver is cold to the touch, do not plug it in immediately. Let it sit unplugged at room temperature for at least 45 minutes before plugging it in.
- Use an outlet that contains surge suppression or ground fault protection. During an electrical storm or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. This will provide additional protection against damage caused by lightning or power line surges.

On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

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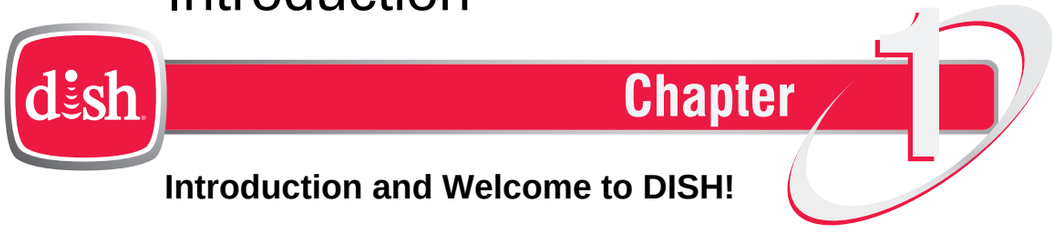
Introduction



Introduction and Welcome to DISH!

What you'll find in this chapter:

- WELCOME
- HOW TO USE THIS USER GUIDE
- ABOUT YOUR DISH ACCOUNT
- WATCHING TV NOW
- ADDITIONAL SERVICES
- ABOUT SATELLITE TV RECEPTION
- WHY CONNECT TO A PHONE LINE OR BROADBAND INTERNET? INTERNET
- MOVING ON-SCREEN LOGO

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WELCOME

Thanks for choosing DISH®. You are about to experience the excitement and convenience of our Direct Broadcast Satellite (DBS) service, which delivers the very best picture and sound quality. DISH consistently provides the latest products and satellite services—with high performance, ease of operation, and a wide variety of entertainment options.

Your new Hopper™ with Sling® is a Whole-Home HD DVR that offers full digital video recording functionality, including pausing live TV, to every TV in your house that is a part of your Whole-Home DVR system. The Hopper with Sling HD DVR is the hub for all things entertainment. It's a three-tuner HD DVR that lets you record up to three HD channels at once at any time and play them back in any room in your home. Plus, using the PrimeTime Anytime™ feature, you can record up to six HD channels at once (with your local ABC, CBS, FOX AND NBC channels provided in HD, which may not be available in all markets). It is one HD DVR that works independently on as many as four different TVs at the same time, so everyone can be in different rooms watching their favorite TV programming.

Joey™ Receivers connect to other TVs in your home and link to the Hopper with Sling system, creating a Whole-Home DVR network. It offers all of the features of the Hopper with Sling HD DVR (with the exception of Picture-In-Picture) and offers an identical user interface and remote control as the Hopper with Sling. You can connect a Joey Receiver to a high-definition or standard-definition TV.

HOW TO USE THIS USER GUIDE

This section explains how the user guide is divided and the conventions used throughout.

Guide Overview

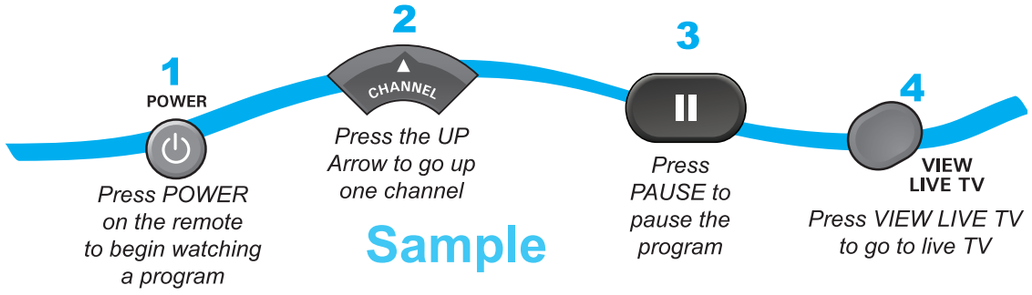
The information in this guide is separated into several chapters to make it easy for you to find exactly what you're looking for:

- *Chapter 1: Introduction* gives you a brief overview of DISH and your new Hopper with Sling HD DVR.
- *Chapter 2: Receiver & Remote Control* explains the basic features of your system and how to use the remote controls, front panel buttons, and back panel connections.
- *Chapter 3: TV Basics* describes how to change channels and look for programs.
- *Chapter 4: On Demand* shows you how to order and watch Pay-Per-View events and On Demand programming offered by DISH.
- *Chapter 5: Favorites Lists* explains how to create, name, and use favorites lists.
- *Chapter 6: Parental Controls* explains how to set locks and passwords for parental controls.
- *Chapter 7: Apps* describes how to use the home media and interactive features of your satellite TV system.
- *Chapter 8: Digital Video Recordings* explains how to use the integrated recording features of your Hopper with Sling HD DVR to maximize your viewing pleasure.
- *Chapter 9: Recording Future Programs* shows you how you can set your DVR to record and then play back your favorite programs when you want to watch them.

- *Chapter 10: Hopper Extras* contains instructions for programming your remote to control your Hopper with Sling HD DVR and equipment like a TV or DVD player.
- *Chapter 11: User Preferences* shows you how to customize your TV system.
- *Chapter 12: Connectivity* explains how to connect your Hopper with Sling HD DVR to your TV, as well as to other equipment you may have, such as a VCR.

Guide Conventions

- The labels of the remote-control buttons are all in capital letters.
  Example: Press SAT to control your Hopper or Joey.
- Select means to move the highlight to an on-screen option or choice in a menu list and then press the SELECT button on the remote control.
  Example: Select the **Locks** option.
- This user guide uses HD to refer to high definition and SD for standard definition.
- In a Whole-Home HD DVR system, the TV nearest the Hopper with Sling receives menus and programming directly from its outputs and is connected using audio/video cables, for example an HDMI cable connected to an HDTV.
- In a Whole-Home HD DVR system, one or more TV(s) located in other rooms are connected to Joey Receivers using audio/video cables. Each Joey Receiver is linked to a Hopper with Sling HD DVR, which provides audio/video signals via the Home Video Network connections.
- The instructions in this guide are shown in two ways:
  - Instructions in the form of pictures are handy if you'd like to learn something quickly. These instructions are numbered left to right as shown in the sample below.
  - Instructions that are written out are helpful if you'd like to learn more details.

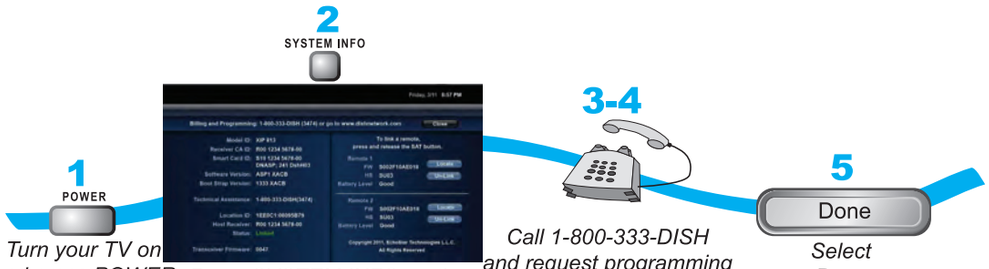


About Your DISH Account

This section describes how to order your packages and provides information on how to find information about your DISH account.

Ordering Your Programming Packages

Before you can enjoy your new Hopper HD DVR, order your programming packages.



1 Press POWER on the front panel to turn on the Hopper.

2 Press SYSTEM INFO on the front panel to display the System Information screen on the TV where your Hopper with Sling is located.

3 Call 1-800-333-DISH (3474) and tell the Customer Service Center representative that the system has been installed and you would like to begin receiving services. A representative will explain the available DISH packages. Give the representative information from the System Information screen displayed on the TV where your Hopper with Sling is located.

4 The representative will send a signal via the satellite to activate your DISH services. This process usually takes just a few minutes.

5 If the System Information menu screen is still displayed on your TV screen, select **Done**.

Where to Find Information on Your Account

If you want to know about charges to your DISH account or if you would like to make changes to your programming packages, be sure to have your account information handy and choose one of the following:

- Go to our website at www.mydish.com/myaccount
- Press MENU on your remote control and then select **Customer Support**.
- Call the DISH Customer Service Center at 1-800-333-DISH (3474).

Note: Additional authorization may be required before certain types of programs and/or optional over-the-air broadcasts can be viewed; certain additional fees may apply.

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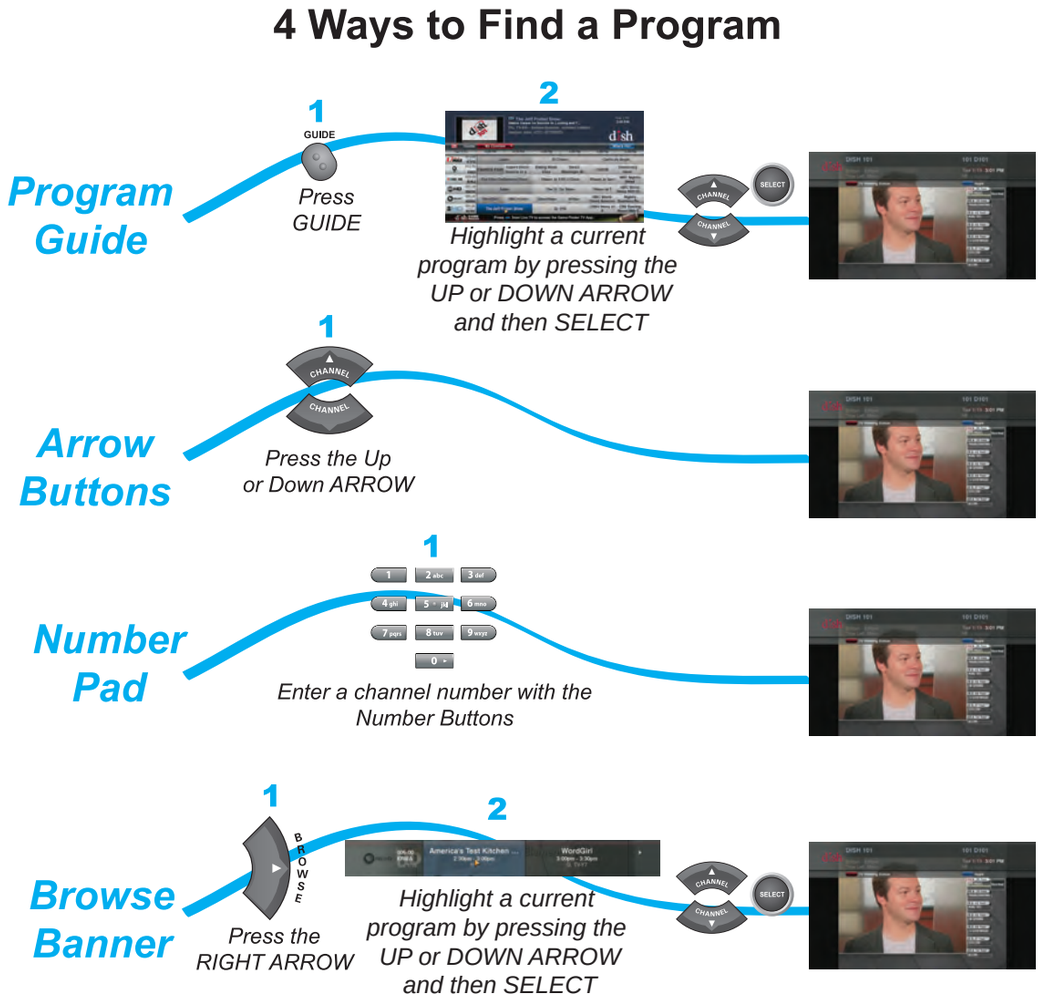
WATCHING TV NOW

After you have ordered your programming package, you can begin enjoying the features of your new Hopper with Sling HD DVR. When you complete these simple tours, you'll be familiar with the remote control and be able to find a program to watch, pause live TV, and record your favorite shows.

Finding a Program to Watch

If you want to know more about watching TV, see *Chapter 3: TV Basics* starting on page 29.



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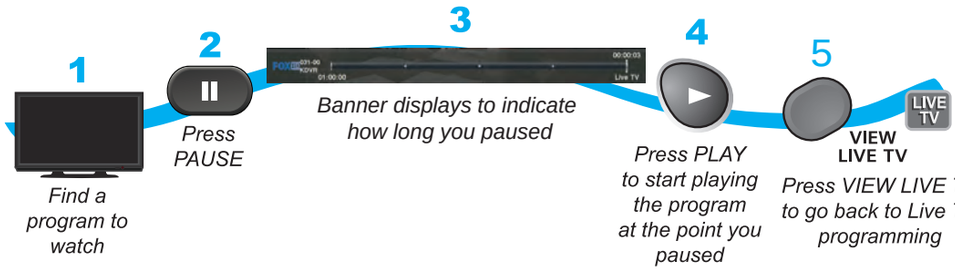
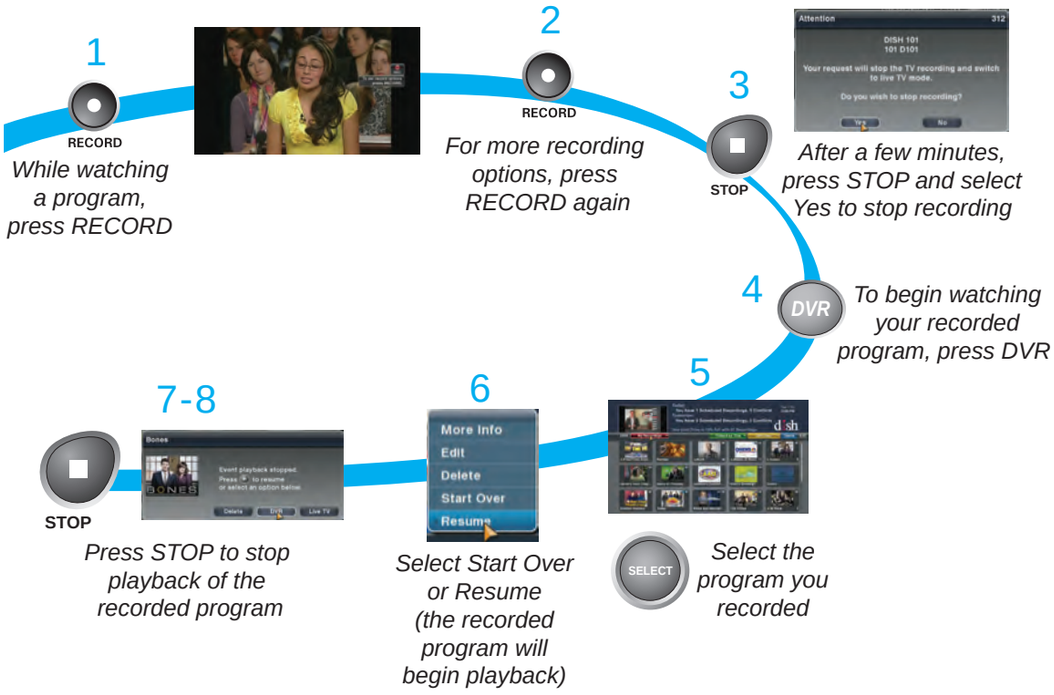
Pausing Live TV

Here's something you can't do with regular old TV: pause live TV because someone's at the door or calling you on the phone, or there's something else you have to do right now. For more about the pause feature, see *Pausing a Program* on page 60.



Recording and Playing Back a Program

Take this tour to learn how to make basic recordings of your favorite shows. For more about the DVR features of your Hopper with Sling system, see *Chapter 8: Digital Video Recording* starting on page 59.



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Additional Services

Pay-Per-View

Catch all the action on Pay-Per-View. Take a break from regular TV and order the latest movies, sports, and special events. For details on ordering Pay-Per-View events, see page 38. Be sure to connect your Hopper with Sling to an active telephone line or broadband Internet service before you order a Pay-Per-View event (see the instructions on page 96 and page 97). For more information, visit the mydish.com/ppv website.

On Demand

Press the ON DEMAND button on your remote control and enjoy movies and other programming any time without perusing schedules or waiting around for programs to get started, and without leaving your own home. For more information, visit the mydish.com/vod website.

DISH Online

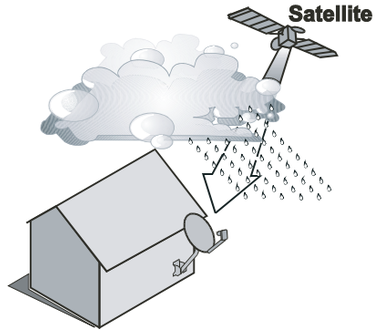
DISH Online lets you schedule your DVR recordings on the Hopper with Sling if it is connected to broadband Internet service. For options and steps to connect your Hopper with Sling to the Internet, refer to *Connecting to Broadband Internet* on page 97. For steps to order DISH Online programs, refer to *DishOnline.com* on page 39. For more information, visit the mydish.com/dishonline website.

About Satellite TV Reception

Satellite television service uses satellites in a stationary orbit over the Earth to deliver TV and audio programming. This type of orbit enables the satellites to stay aligned over one place on the surface of the Earth. Once the satellite dish has been aimed at the satellite, the dish does not have to move to follow it.

Rain and Snow Fade

Heavy rain, snow, or dense cloud cover can reduce the satellite signal, which may interrupt your programming service. Your service will return after the weather condition has passed. Aiming the satellite dish to get the strongest signal during installation, will help prevent rain and snow from interrupting the signal.



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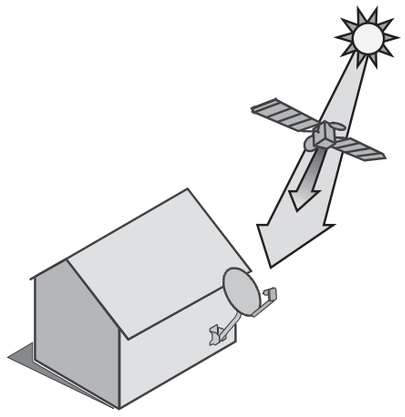
Solar Interference

Twice a year, the sun moves to a position behind the DISH satellites as they orbit the Earth. This event occurs during a few days at the beginning of spring and the beginning of autumn, and lasts only a few minutes.

During these brief periods, you will not be able to see programs on DISH. When the sun moves from behind the satellites, the programs will reappear. This is an unavoidable natural event and has an adverse effect on many providers of satellite services.



Why Connect to a Phone Line or Broadband Internet?

Your Hopper with Sling HD DVR is equipped with one standard telephone jack and two Ethernet ports that you can use to connect to an active telephone line and to broadband Internet service, respectively. Keep the Hopper with Sling HD DVR connected so that you will be able to order pay-per-view programs using your remote control, use all of the interactive TV features and Hopper with Sling apps, and access other services from DISH (see the instructions on page 97). A connected telephone line also supports the Caller ID feature of your Hopper with Sling HD DVR system (see the instructions on page 96).

Your Hopper with Sling can be connected to your broadband home network. Currently this connection allows you to order additional content not usually available through your satellite TV subscription, and you can order video on demand and pay-per-view events using your remote control (just as you do if connected to a phone line). See the connection instructions on page 97, and more information about DISH Online on page 39**.**

Moving On-screen Logo

Whenever the Hopper with Sling system is turned off using the remote control or front panel POWER button, you will see the DISH logo and helpful tips still displayed on your TV screen. This feature is included on your Hopper with Sling to assure you that the connections between your Hopper with Sling and TV(s) are OK, and also provides useful information about your whole-home HD DVR system and its features. Press the POWER or SELECT button on the front panel or your remote control to resume watching satellite

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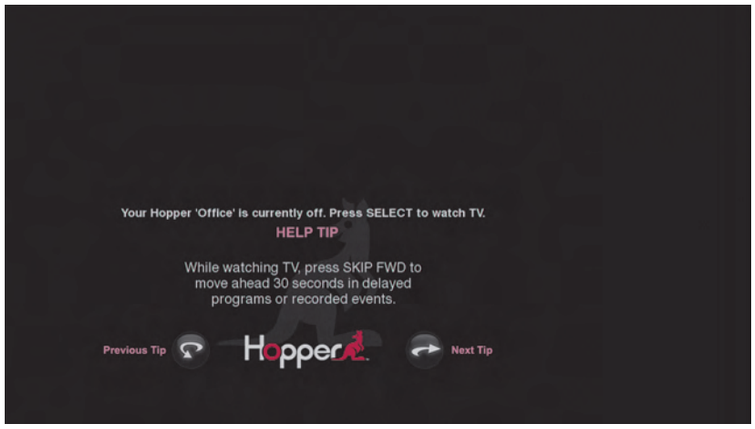
TV programming. Make sure you are using the correct remote control for your TV-viewing location (see page 12 for details).



TIPS

- **Always have the latest software**—Press POWER to turn off the the Hopper with Sling when you're not using it. This way, the satellite can send updated software and guide data to your system.
- **Order Pay-Per-View programs and events with your remote control**—Keep an active telephone line or broadband Internet service connected to the Hopper with Sling system so that you can always have Pay-Per-View ordering at your fingertips, and also avoid any unnecessary additional charges.

QUESTIONS

- **How do I find something to watch?** Refer to page 5. For more information on finding something to watch, see *Chapter 3: TV Basics*.
- **Why are some of the channels red in the Program Guide?** The channels that are red in the Program Guide are those which are not currently included with your DISH package. If you'd like to watch those channels, call 1-800-333-DISH (3474) or visit the www.mydish.com website.
- **I'm looking at program information in a guide I bought at the grocery store, but nothing matches what's on my Hopper with Sling; is something wrong?** No, nothing's wrong. DISH programming data may vary from what you'll find in a local TV publication. For best results, you should use the Electronic Program Guide (EPG) on your system, or you can order *DISH Entertainment Magazine*.

Chapter 1

Notes

Notes

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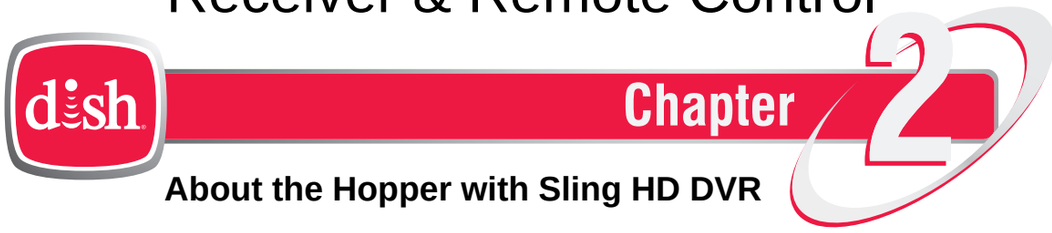
Receiver & Remote Control



About the Hopper with Sling HD DVR

What you'll find in this chapter:

- HOPPER WITH SLING HD DVR OVERVIEW
- REMOTE CONTROL(S)
- THE LOCATE REMOTE FEATURE
- PAIRING YOUR REMOTE CONTROL
- CONTROLLING OTHER COMPONENTS
- HOPPER WITH SLING FRONT PANEL
- HOPPER WITH SLING BACK PANEL
- USING THE ON-SCREEN MENUS
- USING TEXT FIELDS

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HOPPER WITH SLING HD DVR OVERVIEW

This section gives you an overview of your DISH satellite TV system with integrated DVR.

Satellite Receiver

This three-tuner satellite receiver with integrated digital video recorder can view/record high-definition (HD) and standard-definition (SD) DISH programming on multiple TVs.

- Connect the Hopper with Sling to an HDTV to access, view and record HD and SD programming. The programming from the receiver is delivered to the TV where your Hopper with Sling is located using one or more audio/video interconnect cables.
- The Hopper with Sling HD DVR is also the host for Whole-Home DVR services, delivered to other TV(s) using existing in-home coaxial cable connections to Joey Receiver(s). Each Joey Receiver links to a Hopper with Sling HD DVR and then connects to an HDTV to view HD and SD programming or an SDTV to view SD and down-converted HD programming.

Remote Controls

A remote control comes with each Hopper with Sling HD DVR or Joey Receiver. These remotes use Ultra-High Frequency Second Generation (UHF-2G) radio frequencies to control satellite TV programming. Be sure to set up each remote control to pair to and operate the correct receiver in your home (see page 16).

REMOTE CONTROL(S)

The included remote control(s) give you access to all the features of your satellite TV system, including whole-home DVR services available in a Hopper with Sling HD DVR. You can set up each remote to control a DISH HD DVR satellite TV receiver, via radio frequency (RF) signals, and as many as three other devices in the same room, via infrared (IR) signals (see page 17). These devices can be a TV, a DVD or Blu-ray Disc™ player (or VCR), and a third “auxiliary” device (such as an audio-system component or even a second satellite TV receiver via line-of-sight infrared signals).

The following sections describe how to use the various features on the remote control(s) included with your Hopper with Sling Whole-Home HD DVR system.

Remote Locator

Your Hopper with Sling HD DVR and Joey Receiver(s) have a feature to help you find a lost remote control. On the left side of the front panel of the Hopper with Sling HD DVR where the word Pull appears, lower the hinged panel door to reveal the control buttons, including one labeled LOCATE REMOTE. Press this button, and in a few seconds the remote will begin to beep to help you locate it. See “The Locate Remote feature” on page 15.

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Remote Control Batteries

Each remote control comes with four AAA batteries. When you replace old batteries, you should replace all of the batteries. Use batteries of the same type together, for example, all alkaline. Don't mix batteries of different types/chemistries. Alkaline batteries will last longer than carbon zinc.

1. Press down on the dimple at the top of the battery cover on the back of the remote control and slide off the cover.
2. Take out all four of the old batteries.
3. Put in new batteries. Make sure you match the plus ("+") ends with the plus markings on the battery case.
4. Slide the battery cover back into place on the back of the remote control.

Low Battery Warning

When you see a low-battery warning message below the Program Banner on your TV screen, the batteries in your remote control are weak and need to be replaced.

Attach the Remote-Control Antenna

Attach the remote-control antenna to the **REMOTE ANTENNA** connection on the Hopper with Sling back panel to use your UHF-2G remote. (The Joey Receiver's remote antenna is internal.) Without a remote-control antenna attached, you cannot use this remote to control a Hopper. See *Adjusting the Remote-Control Antenna* on page 14 for information about improving the performance of your UHF-2G remote control. (Image may vary.)

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Adjusting the Remote-Control Antenna

Be sure to point the remote-control antenna (back of the receiver) straight up so you can use the remote control from as far away as possible. Don't let the antenna touch anything.

If your remote control isn't working well from far away or another room, you may be experiencing interference from objects near your receiver. To improve your remote control's range, try the following:

– Place the receiver higher than all of the other equipment in your cabinet or entertainment center.

– Provide space above the receiver so that the remote-control antenna can be installed pointing straight up. If you cannot install the antenna straight up, then tilt the antenna at no more than a 30° angle from vertical.

– Place the remote-control antenna outside the entertainment center by using an optional coaxial cable to connect the antenna to the receiver.

– Try moving the receiver itself to other suitable locations.

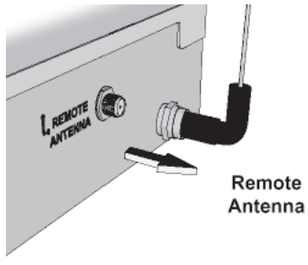
– Move any nearby over-the-air antennas away from the remote-control antenna. Do not sit an over-the-air antenna on top of your receiver.

– Install a UHF attenuator. See *Installing a UHF Attenuator* on page 14 for more details.

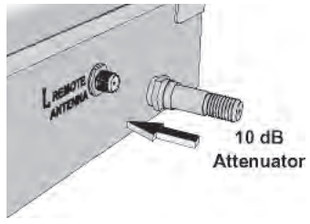
Installing a UHF Attenuator

Unwanted UHF signals may interfere with signals from the remote control to the receiver. To prevent such interference, you can install a 10 dB attenuator (available from many electronics parts stores). Adding this attenuator will help keep out stray UHF signals, but it will also cut down how far away your remote control can operate the receiver.

1 Remove the remote-control antenna from the **REMOTE ANTENNA** input on the receiver's back panel.



2 Attach a 10 dB attenuator directly to the **REMOTE ANTENNA** input.



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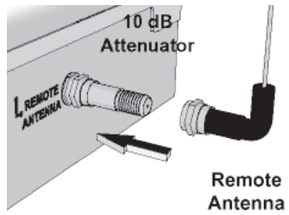
3 Attach the remote-control antenna to the newly installed attenuator.



THE LOCATE REMOTE FEATURE

Ever misplace your remote control somewhere in your home and wonder where it is? Press the LOCATE REMOTE button on the front panel of your Hopper with Sling HD DVR (behind the left-side panel door) or Joey Receiver if you cannot find your DISH remote.

Within a few seconds you should hear your remote control emitting a series of beep tones to help you locate it. (If the remote control is out of range of the DISH receiver or remote's batteries are dead, you will not hear these tones.)

When you find your DISH remote control, press and hold the SELECT button on it and the beeping will stop. Then you can use the remote control normally.

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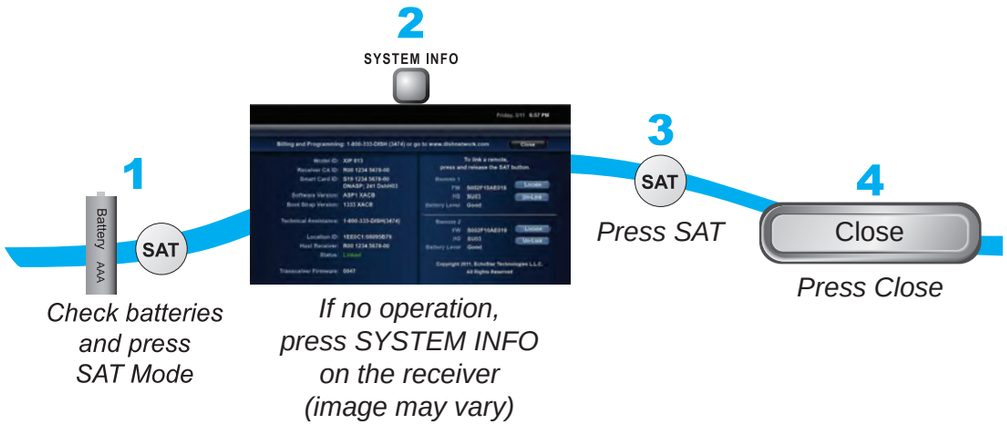
PAIRING YOUR REMOTE CONTROL

These instructions help you pair your remote control to your Hopper with Sling HD DVR or Joey Receiver. Your DISH receiver comes with a universal UHF/IR remote control that uses proprietary ZigBee® RF4CE technology. It includes two-way learning functionality and the ability to control up to three additional devices, such as TVs and DVD/Blu-ray Disc™ players, via line-of-sight IR commands.

You will not be able to pair a remote that is already paired to a Hopper with Sling HD DVR or Joey Receiver in your home. To identify which DISH receiver a remote is paired to, you can use the Locate Remote feature (just press the LOCATE REMOTE button on your receiver's front panel) to have the remote paired to that receiver emit a series of beep tones to identify it.

To pair your remote control



1 Make sure the remote control has fresh batteries installed and is in SAT mode.

2 Press the SYSTEM INFO button on the receiver front panel to display the System Information screen on the TV.

3 Press and release the SAT button on the remote control:

- **Remote 1**—Press SYS INFO on the receiver's front panel. The System Information screen lists your remote control. Typically, the remote control for your Hopper with Sling is shown on the TV connected to your Hopper with Sling HD DVR and the remote for the Joey Receiver on the TV connected to the Joey Receiver.
- **Remote 2, 3, ..., 8**—As many as eight remote controls can be paired to a receiver and listed in its System Information screen. If you have more than two DISH remote controls, then consult the SYSTEM INFO screen on each of your receivers to ensure that all your DISH remote controls are paired with the correct receivers.

4 Select **Close** to close the System Information screen.

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CONTROLLING OTHER COMPONENTS

To use the remote to control other devices (such as a TV, DVD or Blu-ray Disc™ player or VCR, an audio tuner/preamp or amplifier, or another compatible DISH receiver via IR only), you must first program the remote to control each of these devices. You can do this using the following procedures:

- *Setting Up Using the Remote Manager* on page 17
- *Limited Mode* on page 18
- *Setting Up by Learning from Another Remote* on page 19
- *Switching Between TV and Tuner/Amplifier Volume Adjustment* on page 21.

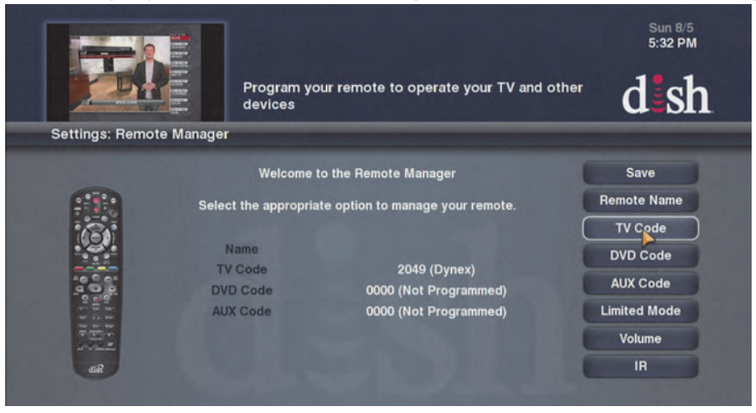
Remote Control Modes

Use the remote's mode buttons, SAT (Hopper with Sling HD DVR or Joey Receiver), TV (for a TV), DVD (for a a disc player or VCR), and AUX ("auxiliary," for a second TV, DVD/BD player or VCR, tuner/preamp or audio amplifier) to set the remote control to the right mode for each device. To change the mode, firmly press the button for the device you want the remote to control. The mode button lights for about two seconds to show you have set the remote to that mode.

Setting Up Using the Remote Manager

To set up your remote to control your devices, use the Remote Manager, as follows:

1 Press MENU, highlight and select the **Settings** tile, and then **Remote Manager**.



2 Highlight and select the option for the device mode you want to program:

- Select **TV Code** and follow the on-screen instructions to program the remote in TV Mode to control your TV. After programming is complete, the TV Power button will also turn your TV on and off in any device mode. When Limited Mode is enabled, only the POWER, MUTE and VOLUME buttons will operate your TV.
- Select **DVD Code** and follow the on-screen instructions to program the remote in DVD Mode to control your DVD or Blu-ray Disc™ player or VCR. When Limited Mode is

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enabled, only the POWER and VCR-function buttons (like PLAY, PAUSE, etc.) will operate your device.

- Select **AUX Code** and follow the on-screen instructions to program the remote in AUX Mode to control your auxiliary device, like an audio component or amplifier. You can also program AUX mode to control a second TV or disc player, or even certain other DISH receivers (via IR commands only).

3 Highlight and select **Save** when you are finished.

Limited Mode

Your remote control is programmed automatically in Limited Mode to prevent inadvertent commands from being sent to your TV, such as an accidental channel or input change. When you use the remote to control your TV in Limited Mode, you will only be able to use the POWER, MUTE, and VOLUME buttons. Also, when you use the remote to control your VCR (using the mode button for a DVD or AUX device) in Limited Mode, you will only be able to use the POWER and VCR-function buttons (like PLAY, PAUSE, etc.).

Turning Limited Mode On and Off

To turn off Limited Mode so that you can use all of the buttons on your DISH remote to control your TV or disc player, do the following:

1 Press MENU, highlight and select the **Settings** tile, and then **Remote Manager**.

2 Highlight and select the option for Limited Mode:

- Select Enabled to turn Limited Mode on. This is the default setting.
- Select Disabled to turn Limited Mode off. Now more of the remote-control buttons function in TV and DVD modes.

3 Highlight and select **Save** when you are finished.

Note: Limited Mode is not used if an audio amplifier is programmed in AUX mode.

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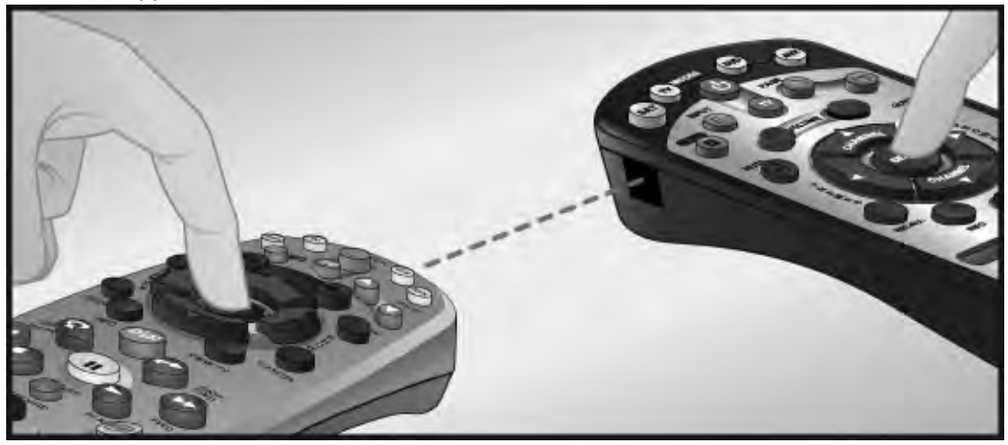
Setting Up by Learning from Another Remote

After you have programmed your DISH remote to control your devices (in TV, DVD, and/or AUX modes), you may find not all of the commands used by the devices' original remote controls function as you expect. The learning function of your new DISH remote control can support these commands.



The remote control can learn commands in two ways:

1. You can use the Remote Manager to program a specific mode, and then learn commands that add new functions or overwrite existing functions of the remote control's buttons in this mode. For this type of learning, any remote-control button without a learned command keeps the pre-existing command (if any) for that programmed device code.
2. Each button on this remote control can learn a command from the equipment's original remote control. For this type of learning, any remote-control button without a learned command will have no function for that programmed device mode.

To "teach" your DISH remote-control buttons specific commands for your devices, complete the following:

Instructions	Additional Information
1 Press the MENU button, select the **Settings** tile, then **Remote Manager**.	
2 Select the the option for which device mode you want to learn commands: **TV Code**, **DVD Code**, or **AUX Code**.	After you select **AUX Code**, you will need to select the type of auxiliary device you want to control in that mode from the on-screen list.
3 On the next screen, select the **Learn** option for this device.	Follow the on-screen instructions.

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4 Place both your DISH remote control and the original equipment's remote control on a table or other flat, stable surface.

Holding either remote control in your hand may cause learning to fail.

5 To start learning device commands:

- If you've found a code for a device, then under Learning Style select "Add learned commands to existing code".
- If you have not found a code for a device, then under Learning Style select "Blank Slate-This will erase all previous commands".

To find and program the device code, use the instructions, "Setting Up Using the Remote Manager" on page 17

The device mode button that you selected remains lit while learning.

6 Point the front of the original device remote to face the small square (IR window) on the front, left-hand side of the DISH remote control, as shown on page 19.

7 Select the **Start Learning** option.

Follow the on-screen learning instructions.

8 After a button has learned a command successfully, repeat step 6 and step 7 until all commands you want have been learned.

9 To end the learning sequence:

- Press one of the mode buttons on the DISH remote. This saves all the commands for that mode, and exits learning to return to normal remote-control operation.
- To cancel learning, do not press any buttons on either remote control for at least 30 seconds. The DISH remote control times out of learning and returns to its normal operation.
  Note that **no learned commands are saved** if the DISH remote control times out before completion of learning.

The learning sequence also ends if the remote:

- Runs out of memory for learned commands, whereupon it saves the commands you have learned for equipment in this mode, exits learning and returns to normal remote-control operation. Then the DISH remote cannot learn any additional commands.
- Batteries are too low for learning, when all the mode buttons blink quickly eight times. Learning ends **with no learned commands saved**, and the DISH remote control returns to its normal operation.
  Change the remote's batteries.

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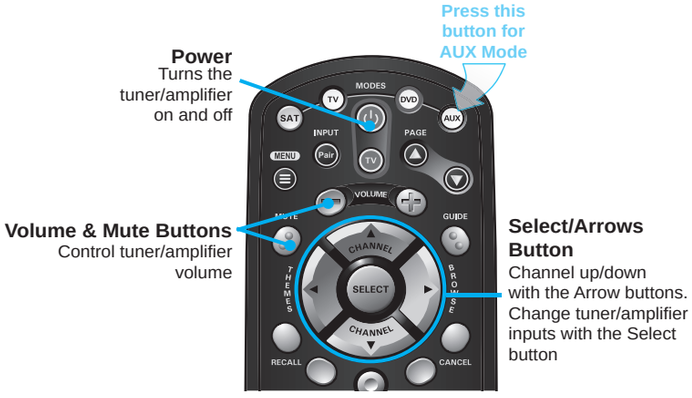
Controlling a Tuner or Amplifier

Use the following remote-control buttons to control a tuner or amplifier. When the remote control is set up as described on pages 17 and 21, press the AUX device mode button to set the remote to AUX mode. The AUX mode button will stay lit for two seconds to show you've set the remote to AUX mode. Make sure to keep the remote in AUX mode to use the following buttons.

AUX Mode

To use the features described in this section, make sure you are in AUX mode by pressing the AUX Mode button. AUX



Switching Between TV and Tuner/Amplifier Volume Adjustment

When the remote control is set up to operate your TV, the VOLUME and MUTE buttons will adjust your TV's volume by default. If you prefer the volume and mute functions of the remote control to adjust the volume of a remote-controllable audio tuner/preamp, other component or amplifier device instead of the TV, this capability can be set up using AUX mode of the remote control.

1. Press the MENU button, highlight and select the **Settings** tile, then **Remote Manager**.
2. Select the **Volume** option.
3. Select the device for your remote VOLUME and MUTE buttons to control while in SAT mode. By default, these buttons control the TV you have programmed in TV mode. You can choose to use an AUX device, such as an audio component or amplifier, instead. Note that you must program the audio device in AUX mode for this function to operate correctly.
4. Select the **Save** option when finished.

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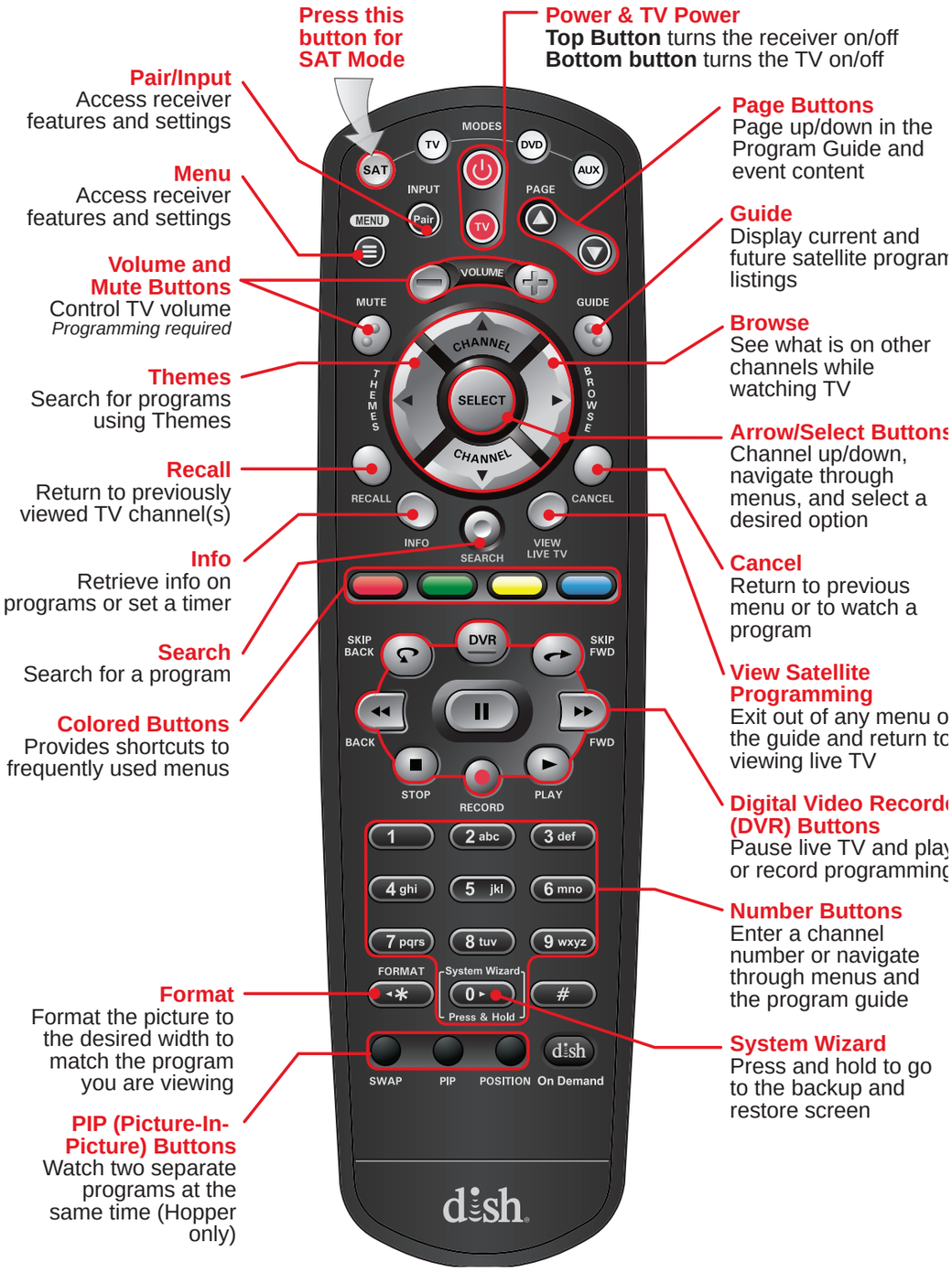
Remote Control Button Map

SAT Mode



Press this button for SAT Mode

Power & TV Power
Top Button turns the receiver on/off
Bottom button turns the TV on/off

Pair/Input
Access receiver features and settings

Menu
Access receiver features and settings

Volume and Mute Buttons
Control TV volume
Programming required

Themes
Search for programs using Themes

Recall
Return to previously viewed TV channel(s)

Info
Retrieve info on programs or set a timer

Search
Search for a program

Colored Buttons
Provides shortcuts to frequently used menus

Page Buttons
Page up/down in the Program Guide and event content

Guide
Display current and future satellite program listings

Browse
See what is on other channels while watching TV

Arrow/Select Buttons
Channel up/down, navigate through menus, and select a desired option

Cancel
Return to previous menu or to watch a program

View Satellite Programming
Exit out of any menu o the guide and return tc viewing live TV

Digital Video Record (DVR) Buttons
Pause live TV and play or record programming

Number Buttons
Enter a channel number or navigate through menus and the program guide

Format
Format the picture to the desired width to match the program you are viewing

PIP (Picture-In-Picture) Buttons
Watch two separate programs at the same time (Hopper only)

System Wizard
Press and hold to go to the backup and restore screen

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TV Mode

Press this button for TV Mode

Power & TV Power
Top Button turns the TV on/off
Bottom button turns the TV on/off

Pair/Input
Switch between TV inputs
(available only for certain makes and models of TVs)

TV Menu
Access menu features available on some TVs

Volume
Control TV volume

Mute
Turn TV volume on or off

Up/Down Arrow Buttons
Channel up/down on the TV

Select Button
Select a program or menu

Recall
Return to the last channel viewed

Number Buttons
Enter a channel number

PIP (Picture-In-Picture) Buttons
Watch two separate programs at the same time
(Note: May not be available)

Chapter 2

Controlling Other Components

DVD Mode

Power & TV Power
Top Button turns the DVD/BR/VCR on/off
Bottom button turns the TV on/off

Press this button for DVD Mode

Pause
Pause a DVD, Blu-ray disc, or videotape

Back
Rewind a DVD, Blu-ray disc, or videotape

FWD (Forward)
Forward a DVD, Blu-ray disc, or videotape

Stop
Stop playing or recording a videotape, or stop playing a DVD or Blu-ray disc

Play
Play a DVD, Blu-ray disc, or videotape

Record
Record on a videotape

Number Buttons
Use to get to specific chapters on the DVD; the function of the remote number buttons depends on the device

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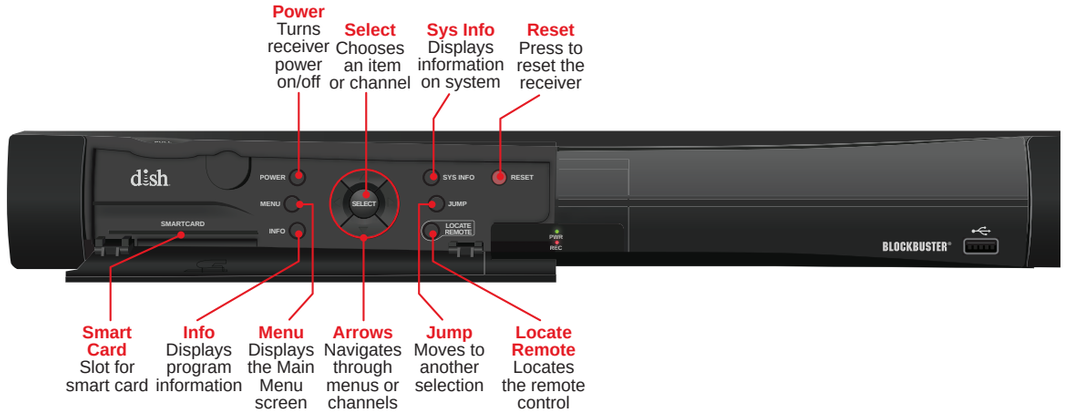
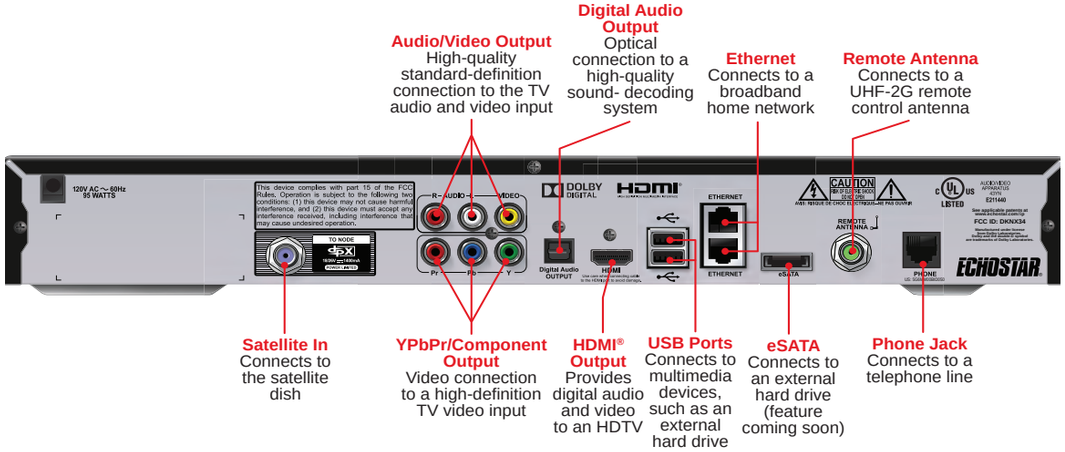
HOPPER WITH SLING FRONT PANEL



HOPPER WITH SLING BACK PANEL



Note: Your receiver may look slightly different than the unit shown above.

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USING THE ON-SCREEN MENUS

The menus make using the receiver and selecting programs quick and easy. Use the menus to control the receiver and to use its features, such as setting parental controls and locks, choosing a program you want to watch, or creating lists of your favorite channels.

Open and Close Menus

You can open the menus in either of two ways:

- Press the MENU button on the receiver front panel or remote control to open the Main Menu, then access any of the other menus from the Main Menu.
- Use the following buttons on the remote control:
  - Press GUIDE to open the Program Guide.
  - Press THEMES (LEFT ARROW) when watching a program to open the Themes and Search menu.
  - Press BROWSE (RIGHT ARROW) to display the Browse Banner.

To close a menu screen and return to watching a program, press VIEW LIVE TV.

Highlighting Menu Options

Use the remote-control ARROWS to move the on-screen highlight to the menu option. When you move the on-screen highlight to an option, the name changes color.

Selecting Menu Options

You can select an option on a menu in either of two ways:

- Move the highlight to the menu option using the remote-control ARROWS. Then press SELECT. In the example, the option for the Program **Guide** is highlighted.
- If an option has a color next to it, press the matching color button (red, green, yellow or blue) on the remote control. When you use the color button, your choice both highlights and selects the option.

List of Choices in the Menus

When you make a choice in a list, the receiver does not apply the change until you select **Save** or **Done** on the right of the screen. If you do not want to save any changes, select **Cancel** to discard all changes you made in the current menu. There are two types of lists:

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- A single choice list allows you to select only one choice at a time. If you select another choice, your previous choice is deselected.
- A multiple choice list allows you to select more than one choice at one time. If you select another choice, your previous choice(s) also stays selected, as indicated by a check mark.

Canceling a Procedure

You can cancel a procedure in any of three ways:

- If you want to return to watching a program, then press the VIEW LIVE TV button.
- If you want to return to the previous menu or screen, then press the CANCEL button.
- If you do nothing in the current menu for a few moments, then the menu will close automatically, and any changes you have made in that menu will be discarded.

USING TEXT FIELDS

When you use some of the features on your receiver, you might be required to enter information, such as the name of a movie when using the Search feature, into areas on the screen called text fields. There are two basic ways for you to enter this information:

- Using the alphanumeric characters on the screen
- Pressing the remote-control NUMBER PAD buttons

Using the On-screen Keyboard

Use the keyboard letters and numbers to type in the information. Use the LEFT, RIGHT, UP, and DOWN ARROWS to navigate around the keyboard on the screen. Press SELECT to choose each character, one at a time.

Using the Number Pad

Use the letters printed with the NUMBER PAD digits on the remote control—just like on phones—while the highlight is in the field. For example, when looking for the channel and times to watch *Rudy Friml Presents*, you press the 7 button three times for an R, the 8 button two times for a U, the 3 one time for a D, and 9 three times for a Y, to type in the word “Rudy.”

While in the Text Field

Use the on-screen keyboard and the SELECT button on your remote control to edit the characters in a text field. In addition, using your remote when the cursor is in the text field:

- Press the LEFT ARROW to move back without deleting characters.

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- Press FORMAT/* to backspace without deleting characters.

- Press 0 to enter a blank space character, such as between words.

- Use the RIGHT ARROW to move forward without deleting characters.

TIPS

- You can put a DISH receiver in a remote location (such as inside a closet or cabinet), but be sure to use the remote control you have paired to that receiver.
- To use the UHF-2G remote, be sure to attach the remote-control antenna to the jack on the back panel of your Hopper with Sling HD DVR. See page 13 for more details.
- Press the FORMAT(*) button on the remote to change the aspect ratio (image shape displayed) for any HD programming being shown. Press the button again to view a different display format, and keep pressing the button until the display is acceptable.
- If you don't want to accidentally change channels on your TV (or VCR, if applicable), then you may place the remote control in Limited Mode, as described on page 18.

QUESTIONS

- **When can I use the Picture-In-Picture (PIP) feature on the Hopper with Sling?** When any two of the three tuners on your Hopper with Sling are available, you can use the PIP functions on the TV that is connected to your Hopper with Sling HD DVR. The TV(s) connected to your linked Joey Receiver(s) do *not* support the PIP feature.
- **Can I watch and use the DVR functions on the same program on all of the TVs in my house?** Put down the remote control for the Hopper with Sling HD DVR, go to another room with a linked Joey Receiver connected to a TV, and the remote control for that Joey Receiver will operate the same DVR features and functions.
- **Why does my receiver change channels or display menus at random?** A close neighbor may have a DISH remote control set on the same address. If there is significant radio-frequency interference with remote-control signals, then you may have to install a UHF attenuator as described on page 14.
- **My remote doesn't control my receiver or other components. What should I do?**
  - Make sure the remote control is in the correct device mode (page 17).
  - Check that the batteries are working and installed correctly (page 13).
- Verify (page 13) or adjust (page 14) the remote-control antenna connection.

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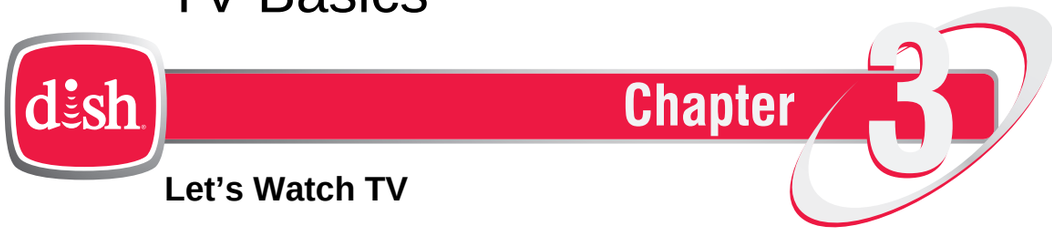
TV Basics



Let's Watch TV

What you'll find in this chapter:

- CHANGING CHANNELS
- USING THE PROGRAM GUIDE
- USING THE BROWSE BANNER
- USING THEMES AND PREDICTIVE SEARCH
- USING PICTURE-IN-PICTURE (HOPPER WITH SLING ONLY)
- STARTING IN ONE ROOM AND FINISHING IN ANOTHER
- HOMES WITH A SECOND HOPPER WITH SLING INSTALLED

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CHANGING CHANNELS

There are two basic ways to change the channel on your satellite TV receiver:

- Use the UP and DOWN ARROWS on your remote control
- Enter a channel number using the remote's NUMBER PAD buttons

Using the Up and Down Arrows

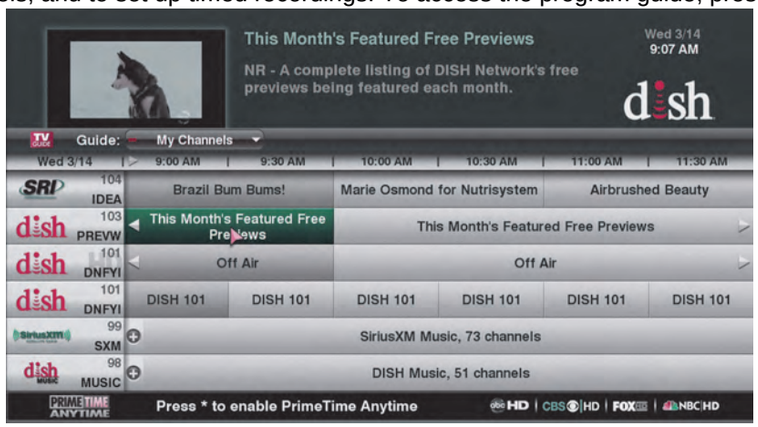
While watching live TV, if you want to change the channels one at a time to see what's on, press the UP and DOWN ARROWS on your remote control. You can also change the channels the same way using the UP and DOWN ARROWS on the receiver front panel.

Entering a Channel Number

While watching live TV, if you know the specific channel you want to watch, enter the digits of the channel number using the NUMBER PAD buttons on the remote control.

USING THE PROGRAM GUIDE

You can use the Electronic Program Guide (EPG) to see what programs are on, to change channels, and to set up timed recordings. To access the program guide, press GUIDE.



- When a channel name and number are both in red, this means the channel is not in your DISH package. After you add a channel to your package, you can watch it. To add a channel, visit the website at www.mydish.com or call 1-800-333-DISH (3474).
- The Program Guide shows which Favorites List is active. If All Channels is the active list, the Program Guide displays all the channels. The My Channels Favorites List displays only the channels included in your current DISH package. And the My HD Channels Favorites List displays only the high-definition channels in your package.

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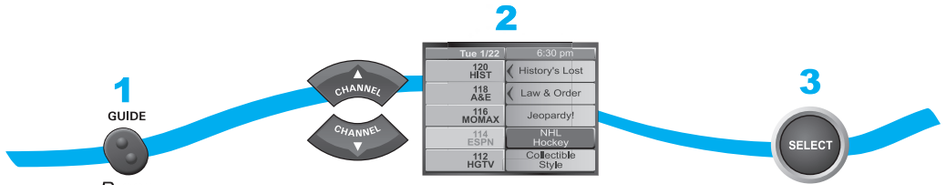
If you set up another list, then the Program Guide displays only the channels that you included on that list. See page 44 for more information on using Favorites Lists.

- The Program Guide displays information for programs on now and those coming on within the next nine days. The guide does not include programs that have ended.



While accessing the on-screen Program Banner (top) and Browse Banner, you can:

- Press PAGE UP/PAGE DOWN to move a page of program data at a time, allowing you to view guide information about programs on other channels.
- Enter the number of hours you want to skip, and then press the RIGHT/LEFT ARROW to move forward/back in the schedule. You cannot move back to programs that ended.
- Press FWD/BACK to move forward or back a day at a time, allowing you to view guide information about future programs on the current channel.
- Press SKIP FWD/SKIP BACK to move forward or back three hours at a time, allowing you to view guide information about future programs on the current channel.

While browsing Program Guide information, you can move the highlight to a program and:

- Press the INFO button to see a pop-up screen of more detailed program information.
- Press the RECORD button to set an event timer for a program in the future.

Note: You must be able to receive satellite programming from either the 119°W or 72.7° orbital location for the Program Guide to display up to nine days of program information. If your satellite TV system cannot access either of these two orbital locations, then the Program Guide displays up to two days of program information.

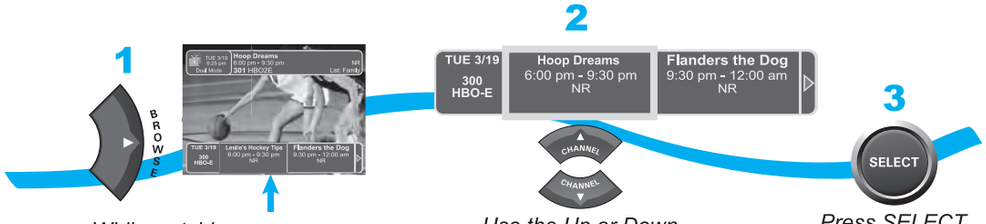
Expanding and Collapsing Channel Ranges

Certain types of programming are available on a range of channels in the Program Guide. And sometimes the range of channels is collapsed into one row of the guide to make it easier to scroll through programming. For example, the range of SiriusXM® Satellite Radio music channels are accessed from DISH channel 99, as indicated by the **+** sign on that row in the Progam Guide. Highlight and select the row for channel 99 and the display of dozens of specific channels within this range will expand upwards (if your Channel Order in **Format Guide** under **Guide Settings** is set to Descending) or downwards (if your Channel Order setting is Ascending) on your TV screen. Scroll to and select a specific music channel. Or if you know the number of your favorite music channel, you can type 99 followed by the number on the remote-control NUMBER PAD to directly access it.

USING THE BROWSE BANNER

Use the Browse Banner to see what other programs are on now or coming on soon, while not missing any of the program that you are watching.

When the Browse Banner is open, you will see the Program Banner information about the current program displayed at the top of the screen, and on the left-hand side of the Browse Banner at the bottom of the screen. At the bottom right of the screen is guide information about the program or event that is coming on next on the same channel.



While watching a program, press BROWSE

Use the Up or Down ARROWS to browse current programs

Press SELECT

USING THEMES AND PREDICTIVE SEARCH

Use the Themes and Search Feature to find exactly what you want to watch. This section shows you how to use these features to find your favorite programs by type (for example, movies, sports, news), or by keyword (if you're looking for a particular title or name).

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Using Themes

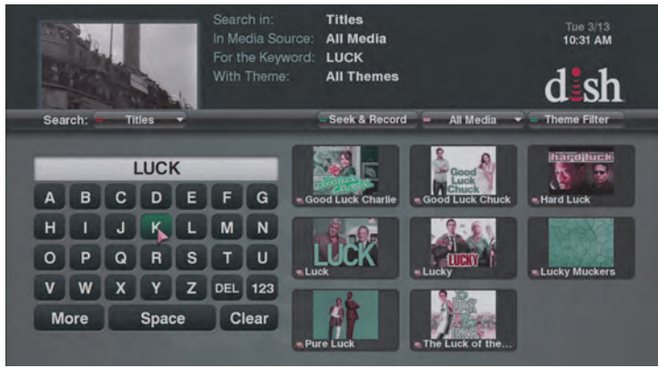
You can list programs by the theme of their contents, (for example, just movies or just sports). Use Themes and Search to quickly find programs based on:

- **Theme**. You can look for something to watch by the program's category or theme (Movies, Sports, News/Business, etc.), which makes your search easier and your television viewing time more enjoyable.
- **Sub-theme**. You can use this selection to help you narrow the type of program or event even further. The Sub-Theme feature is different for each Theme category. For example, you can search Movies for Comedy or Sports for Football.
- **Media Source**. Use this selection if you want your search results to be limited to a particular source, such as the Program Guide listings, or just the My Recordings list. By default, results are returned for all available source listings.
- **Scheduled**. Use this selection if you want your search results to be limited to a particular time (for example, to programs that are On Now or coming On Next). You can even find Sports events that are being broadcast live right now! By default, results are returned for programs and events at any scheduled time.

Using Predictive Search

Predictive Search makes it easier than ever to locate programs saved on your Hopper with Sling HD DVR or find what you are looking for on live TV. To search for programming:

1. Press the SEARCH button on your remote control, or press the MENU button and select the Search tile from the Main Menu screen.
2. Using the on-screen keyboard, start to type a title, actor's name or keyword.
3. Results of your search will start to be displayed as soon as you start typing. Typing more characters narrows the results.



Using Search History

After you have searched for programs or keywords, your receiver keeps a history. You can access separate Search History information for each TV in your Whole-Home HD DVR

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system. Each TV's Search History is available using that receiver's remote. You can use Search History to re-search for programming instead of typing the information again.

Press the Search button, access the drop-down list on the menu bar and select the History item to see a list of your recent searches. Highlight one of the listed searches and press the Select button to repeat it. Searches done on different days will often yield new results.

Using Picture-In-Picture (Hopper with Sling only)

The Picture-In-Picture (PIP) feature of your Hopper with Sling lets you watch two programs at once on the TV connected to your Hooper with Sling. The following instructions describe how to use the PIP feature.

1. Press the PIP button on the remote control for your Hopper with Sling to access the feature. By default, a small window showing the programming from a second available tuner will be displayed. PIP Controls also will be displayed across the bottom of the screen on the TV connected to your Hopper with Sling HD DVR.
2. You can use the on-screen controls to reposition or resize the PIP window, Swap the images in the main and PIP windows, or display them side by side on your TV screen. You can also choose to Close the PIP window (freeing the second tuner), or select X to cancel out of the on-screen PIP Controls. If you have closed/canceled, you can display the on-screen controls again at any time by pressing the PIP button on your Hopper remote.

   Note that the POSITION and SWAP buttons on your Hopper remote perform the same functions as the on-screen PIP Controls for these two functions.

Starting in One Room and Finishing in Another

To start watching a program in one room and resume it in another, do the following:

1. Press the pause button on your current receiver's remote control and leave it behind.
2. Go to another room in your home with a connected Hopper with Sling HD DVR or linked Joey Receiver and pick up the DISH remote control for this location. (Each remote control shoud be paired to one and only one DISH receiver in your whole-home DVR system.)

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3 Press the red button on this remote control to display the TV Viewing Status screen.

4 From the TV Viewing Status screen, select the program you want to resume and continue watching from where you paused it.

HOMES WITH A SECOND HOPPER WITH SLING INSTALLED

Users with two Hoppers with Sling now can experience true Whole-Home HD DVR functionality. You can toggle between the two DVR libraries and access any of their contents from any room with a linked Joey Receiver in the house.

Accessing the DVR Library on a Second Hopper

To access the DVR library on a second Hopper with Sling from any TV in your system, do the following:

1 Press the DVR button on your remote control, or press the MENU button and highlight and select the **DVR** tile from the Main Menu screen.

2 Select the second Hopper with Sling HD DVR from the yellow **Hopper** drop-down menu.

3 View the DVR library available on the second Hopper with Sling in your system. You can switch back to the original Hopper's DVR at any time using the Hopper drop-down menu.

Linking a Joey Receiver to a Different Hopper

You can link any Joey Receiver to the Hopper with Sling HD DVR of your choice in your whole-home system. If the tuners of the currently linked Hopper with Sling are busy, for example, you can link a Joey Receiver to the second Hopper and use its available tuners to view live or recorded content on the TV connected to that Joey Receiver.

1 Press the MENU button and select the **Settings** tile on the Main Menu screen.

2 Select **Network Setup**, and then **Whole-Home**.

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3 Using the ARROW buttons, highlight and select the other Hopper with Sling in your home to link to it.

4 Highlight and select the Save option when you have finished on this screen.

Now you will see the DVR library on your newly linked Hopper with Sling when you press the DVR button. Repeat these steps to re-link to your original Hopper with Sling.

TIPS

- Press INFO to view more information about a program or event you have highlighted.
- Press VIEW LIVE TV to cancel almost any menu screen and return to watching TV.
- On the remote control for your Hopper with Sling HD DVR, press SWAP, without pressing the PIP button first, to switch among your available satellite TV tuners.

QUESTIONS

- **How can I customize the Program Guide?** You can set up a Favorites List (page 44). Also, you can change how the Program Guide is displayed (page 86).
- **Why does my Program Guide show only two days of programming?** Your receiver may not be obtaining a signal from the 119°W or 72.7° orbital locations. Refer to *Point Dish and Check Switch* on page 101 to see if you're receiving the signal(s).
- **Why are some of my channels missing?**
  - Parental controls may be set to lock or hide the channels. See *Chapter 6: Parental Controls* on page 48 for detailed information on locking or hiding channels.
  - Your Program Guide may be displaying the wrong list of channels. Press the GUIDE button to access the Program Guide and display the default Favorites List. Press GUIDE again to highlight the next available list. Press GUIDE repeatedly to scan through all the available lists. You can also choose to edit your own Favorites List. See *Chapter 5: Favorites Lists* on page 43 for more information.
- **Why isn't PIP working?** If the PIP feature is not working on your Hopper with Sling HD DVR, at least two of the three TV tuners are probably in use. Check with other users in your home to see which locations are in use.

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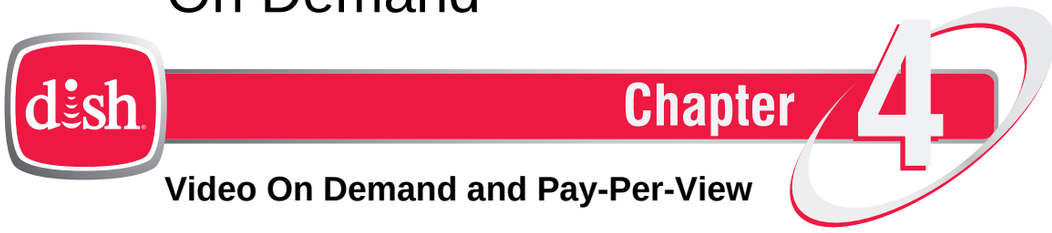
On Demand



Video On Demand and Pay-Per-View

What you'll find in this chapter:

- PAY-PER-VIEW
- DISH ON DEMAND
- BLOCKBUSTER @HOME™
- DISHONLINE.COM
- ORDERING CONSIDERATIONS
- TIPS
- QUESTIONS

PAY-PER-VIEW

To order Pay-Per-View programming using your remote control, you must connect the receiver to an active telephone line or broadband Internet service. After you order a Pay-Per-View program, you can watch it on all of the receivers on one DISH account. Using the remote control, you can order the exact same program for each receiver but pay for the program only once. However, replays of most programs are separate events. Visit www.mydish.com/ppv for a detailed description of the types of Pay-Per-View events.

Ordering a Pay-Per-View Program

GUIDE

Press GUIDE and select a Pay-Per-View program from the Program Guide

Select Order to buy the program

Select Yes or OK to confirm you want to buy the program

Note: Once you confirm an order for a Pay-Per-View program, you cannot cancel the order and you will be billed for it.

If your receiver is not connected to a phone line or broadband Internet service, and you wish to order a Pay-Per-View program or event, you may do so online at the mydish.com website by logging in to your account and then selecting “Order Pay-Per-View.”

DISH ON DEMAND

DISH On Demand is the DISH Video On Demand service. Enjoy movies, TV shows, and other exciting On Demand events. Through DISH Cinema, for example, you have immediate access to the latest movies on DISH. You can even use your remote’s DVR buttons (such as PAUSE, PLAY, FWD, and BACK) to control your viewing experience. For more information, visit the www.mydish.com/vod website.

To Order a Movie or Program

1. Press the DISH On Demand button to access the On Demand menu screen.
2. Select the option for the type of on-demand programming you wish to order. Select **DISH Cinema**, for example, to Explore or Search movies, see a list of New Releases, or view movies that you have rented. Select **TV Shows** to Explore or Search TV entertainment, see a list of Most Popular shows, or view the programs that you have rented. If applicable, you can select **Midnight Lounge** to view and choose adult-only programming.

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3 Use the UP and DOWN ARROW buttons to scroll through the available choices.

4 Highlight and select the movie, TV program, or on-demand event that you want to watch. Some titles offer additional information, such as critics' rankings from Rotten Tomatoes™.

5 Select **Rent**.

Rental Considerations

- You can repeatedly watch a rented program for the listed period of time, for example 24 or 48 hours. Rented programs cannot be saved to your DVR's My Recordings list.
- The **My Rentals** option shows you information about On Demand programs or events that you have rented, including how much time you have remaining to watch them.
- Be sure to keep Updates and Inactivity Standby enabled so that your receiver always has the latest On Demand programs. See *Receiver Updates* on page 89.

BLOCKBUSTER @HOME™

Now you can bring the big screen to your home screen. DISH has joined with Blockbuster to offer customers the most extensive collection of movies, games, family programs and TV shows available. With Blockbuster @Home™, you get access to:

- Movies, TV shows and games—unlimited access to over 100,000 titles delivered to your door. Plus, in-store exchanges.
- Thousands of movies to stream on your TV, computer and iPad® (Streaming to TV requires HD programming and a broadband Internet connection to Hopper HD DVR.)
- More than 20 additional entertainment channels, including STARZ® Cinema, EPIX 1, Sony Movie Channel, Palladia and many more!

Visit the mydish.com/blockbuster website to learn more or subscribe.

In order to enjoy full access to Blockbuster @Home™, your Hopper with Sling HD DVR must be connected to high-speed Internet. For steps to connect your Hopper with Sling HD DVR to broadband Internet service, refer to *Connecting to Broadband Internet* on page 97. For step-by-step instructions, also visit the mydish.com/getconnected website.

DISHONLINE.COM

DISH Online.com lets you set DVR recordings and view authorized programming over the Internet, as long as you're connected to a broadband (high-speed) Internet service. For steps to connect your Hopper with Sling HD DVR to the Internet, refer to *Connecting to Broadband Internet* on page 97. For more information, visit the dishonline.com website.

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Use Considerations

- Your receiver must be connected to a network with broadband Internet access to view the DISH Online content. Contact your Internet service provider to verify download speeds and any terms or conditions affecting your broadband Internet connection.
- Most Internet service providers have a “Fair Access Policy” which sets usage limits on the amount that can be downloaded in a given time interval or billing period. Contact your own Internet service provider to find out about their Fair Access Policy.
- Download-speed of programs or events varies depending on the speed of your Internet connection, the program being downloaded, and shared usage of the Internet connection by other devices in your home, such as computers and smartphones.
- You have a limited time frame to watch rented content before it is automatically deleted from your receiver. You will typically have 7 days to begin watching a program, and then you will typically have 24 hours to finish watching it. Review the list on the My Rentals screen on your Hopper with Sling for the time remaining to watch rentals.
- You are billed for a rental or on-demand program or event when you begin watching it (which may be while the rest of the program continues downloading) or when downloading of the program or event is completed, whichever occurs first.

Ordering Considerations

Keep in mind these important considerations about pay-per-view types of programs.

- When you confirm an order for a rental program or event, you cannot cancel the order and you will be billed for it.
- You can use the Parental Controls feature and receiver locks to control the programs or events that your family views. See *What are Locks and Restrictions?* on page 48.
- You can review what you have rented during the last 30-60 days by looking in your Purchase History. Press the MENU button on your remote control, scroll down the Main Menu, then highlight and select the **Purchase History** tile.
- The rental program titles that you order will appear on your next DISH account bill.

Tips

- You can set up the Hopper with Sling HD DVR to record most Pay-Per-View programs (for example, movies and events on channels 502-568). See page 72 for more details. You *cannot* record or re-record On Demand programs or events (channel 501).

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- You can prevent others from purchasing Pay-Per-View programs by setting parental controls for your receiver (see page 48).
- Keep an active phone line or broadband Internet connection attached to your receiver at all times so you can order Pay-Per-View programming with your remote control.

QUESTIONS

- **How can I order an event for all receivers in my whole-home DVR system?**
  - Order the event with the remote control whileyour Hopper with Sling HD DVR is attached to an active phone line or broadband Internet connection. For each Joey Receiver you want to play the event, ensure that it is linked to the correct Hopper.
  - Order the event over the phone at 1-877-DISH-PPV (347-4778). Fees may apply.
  - Order the event online at the www.mydish.com/ppv website.
- **I ordered a Pay-Per-View program but can only see it on one receiver.** Some Pay-Per-View programs or events are restricted to watching on one receiver per account.
- **Will I be charged more than once for viewing the same Pay-Per-View program using two or more receivers?** If you are using the remote control to order and view the content, then you won't be charged more than once as long as it is the exact same program or event (for example, a movie starting at the same time, or the same All Day event) and the rental content has not expired.
- **Why doesn't my Program Guide show any Pay-Per-View channels?** The currently active Favorites List may not display Pay-Per-View channels. Press the GUIDE button repeatedly on your remote control to open the Program Guide and cycle through your Favorites List options until you see All Channels highlighted in the drop-down list. Then press the SELECT button. See *Chapter 5: Favorites Lists* on page 43 for more information on using Favorites Lists. Also, parental controls may be set to lock and hide Pay-Per-View channels. See *Chapter 6: Parental Controls* on page 47.
- **Why are some Pay-Per-View programs blacked out?** Sporting events and other programs are sometimes blacked out because of local broadcast restrictions. Note that the provider of such programming determines these restrictions, *not* DISH.
- **Why did my All-Day Pay-Per-View program shut off while I was watching it?** The all-day events run from 3 AM to 3 AM (Mountain Time). You should ensure that you can finish watching an event that you have ordered by this time.

Chapter 4

Notes

Notes

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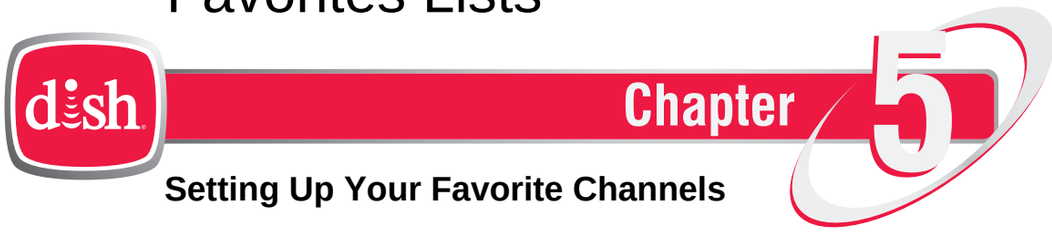
Favorites Lists



5

Setting Up Your Favorite Channels

What you'll find in this chapter:

- WHAT ARE FAVORITES LISTS?
- CREATING OR CHANGING FAVORITES LISTS
- EDITING FAVORITES LISTS
- USING FAVORITES LISTS

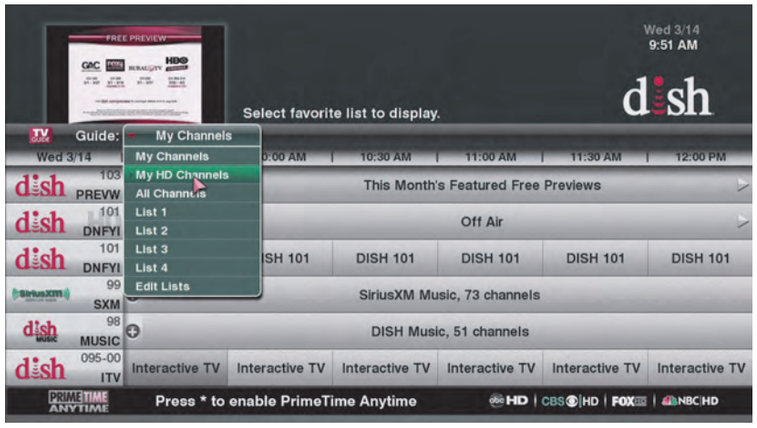
WHAT ARE FAVORITES LISTS?

Favorites Lists are custom lists of your favorite channels. You can create and change the lists yourself, adding and removing channels as you wish. Your favorite channels can be grouped in as many as four lists (for each whole-home HD receiver).

- When using a Favorites List, the Program Guide and Browse Banner display only the channels in that Favorites List. Also, when you use the UP or DOWN ARROW to change channels, the receiver skips channels that are not on the list. Unlisted channels (included in your current DISH programming package) are still accessible by entering the channel number directly using the remote control NUMBER PAD.
- The All Channels list contains all the channels, including channels not in your current DISH package. You cannot edit or change the system's default All Channels list.
- The My Channels list contains all current channels in your DISH package. You cannot edit or change the My Channels list, except by modifying your DISH package.
- The My HD Channels list contains all the high-definition channels in your package.
- You can give each of your custom Favorites Lists a unique name. When you first install your DISH receiver, by default the four lists are named List 1, List 2, List 3, and List 4. These lists are empty until you edit them in order to add channels.
- From your Hopper with Sling and its remote, only the Favorites Lists for the TV connected to that Hopper are available. If you go to a different room and acess a Joey Receiver and remote there, only the Favorites Lists for that Joey's TV are available.
- If you choose a program using the Themes feature, or directly enter a channel number using the NUMBER PAD on the remote control, then the receiver tunes to the channel for that program whether or not that channel is included on the active Favorites List. Parental controls can be used to lock certain channels from being accessed this way.

CREATING OR CHANGING FAVORITES LISTS

You can edit any channels on the four Favorites Lists. When you use your Favorites List, only those channels in the list are shown in the Program Guide and Browse Banner.



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EDITING FAVORITES LISTS

You can rename your Favorites Lists whatever you want, up to eight characters long.

1 Press the GUIDE button repeatedly until the **Edit Lists** option is highlighted in the drop-down menu of Favorites Lists on the Program Guide screen. (You can also press MENU, highlight and select the **Settings** tile, then **Guide Settings** and then **Favorite Channels**.)

2 Press SELECT to display the Edit Favorites screen. Lists that can be edited are displayed.

3 Highlight and select the list you want to edit. As many as four custom lists of channels can be created for each receiver, which by default are named List 1, List 2, List 3 and List 4.

4 Select from the pop-up menu either to Edit Channels on the list, or to rename the list.

5 If you are editing the channels comprising a list, navigate the grid of available channels and choose ones to include using the SELECT button. Select the **Save** option when done.

If you are editing the the name of the list, use the on-screen keyboard to select characters to enter in the text field. When you are finished entering the new list name, select **Done**.

6 When you are finished editing your lists, select **Close** on the Edit Favorites screen. Any lists you have created will be available in the gudie's drop-down menu of Favorites Lists.

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USING FAVORITES LISTS

Press the GUIDE button to open the Program Guide. Press the GUIDE button again to highlight the next Favorites List; press GUIDE repeatedly to scan through all the available lists.Then press the SELECT button to choose a list.

TIPS

- Two lists on the same TV cannot have the same name. For example, the TV where the Hopper with Sling HD DVR is located cannot have two lists named “Dad’s List.” When a receiver is connected to a Whole-Home DVR system, users of different receivers (such as a second Hopper with Sling HD DVR or a Joey Receiver in a different room) can have lists with the same names.
- While in the program guide, press the GUIDE button to switch Favorites List functions only if you have added channels to a Favorites List. If you have not edited a Favorites List by adding channels to it, then pressing GUIDE one or more times scans only the default My Channels, My HD Channels, and All Channels lists.
- Channels locked and hidden by parental controls do not display in Favorites Lists. See *Hiding Adult Content or Locked Channels* on page 53 for more information.

QUESTIONS

- **Why are channels missing from the Program Guide?**
  - You might have a Favorites List that does not contain those channels. Press the GUIDE button until the All Channels, My Channels, or My HD Channels list displays.
  - You might have channels locked and hidden by parental controls. For more information about locks, see *Parental Controls* starting on page 47.
- **Why are my Favorites Lists missing?** When a receiver is in a Whole-Home DVR system, the Favorites Lists created by users of a different receiver in the home are not available on your TV.

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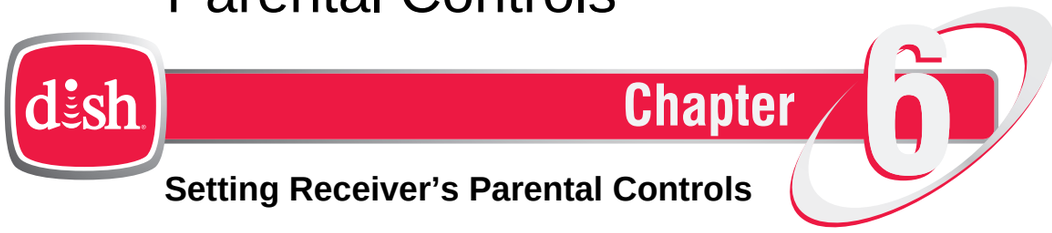
Parental Controls



Setting Receiver's Parental Controls

What you'll find in this chapter:

- WHAT ARE LOCKS AND RESTRICTIONS?
- COPYING LOCKS FROM YOUR HOPPER TO A JOEY
- CREATING OR CHANGING A PASSWORD
- CREATING OR CHANGING RATINGS RESTRICTIONS
- CREATING OR CHANGING CHANNEL LOCKS
- HIDING ADULT CONTENT OR LOCKED CHANNELS

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WHAT ARE LOCKS AND RESTRICTIONS?

Locks and restrictions are powerful parental controls that allow you to password-protect programming based on ratings, or on a channel-by-channel basis. When you set locks:

- If you try to access a locked channel or restricted program, or you open the Parental Controls menu, the receiver displays a message asking you to enter the password.
- The receiver permits three attempts to enter the correct password. If you fail to enter the correct password, the receiver does not allow you to try again for several minutes.
- If you enter the correct password, then you can access the locked or restricted item or access the Parental Controls screen to make changes to any locks and restrictions.
- If you exit a locked or restricted item or close the Parental Controls screen, then you must enter the password again in order to access the item or screen.
- When a receiver is in a Whole-Home DVR system, the parental-control locks and restrictions for other TVs in the system are not available. Go to the other locations.

Locks for programming on the TV where your Hopper with Sling is located are set using the on-screen menus of the Hopper. Locks for programming on the TV(s) connected to the Joey Receiver(s) in other locations are set using the on-screen menus for those TVs. Programming locks set for the TV where the Hopper with Sling is located are separate from programming locks set for the TVs connected to any Joey Receivers. The information in this chapter applies to locks set using either set of parental-control menus.

When you unlock programming delivered through the **HOME VIDEO NETWORK** output to your in-home coaxial cabling system, you are allowing all the TVs connected to your in-home system to have access to this programming. In this case, you must rely on the V-Chip technology and control settings in the individual TVs to prevent viewing of inappropriate programming on each TV. Consult your TVs' user guides for instructions to set up the V-Chip protection.

Locking your receiver is a two-step process:

1. Create the parental-control locks that you want. Available types of locks are:
   - Ratings Restrictions—to lock programs based on their ratings.
   - Channel Locks—to lock channels, regardless of content.
   - Hide Adult Channels or Hide Locked Channels—to hide adult channels or locked channels from being displayed in the Program Guide, Browse Banner, and Themes list screens.
2. Set a password. When you have set locks and restrictions, the receiver is locked, and anyone who wants to access locked items must enter that password each time they do so.

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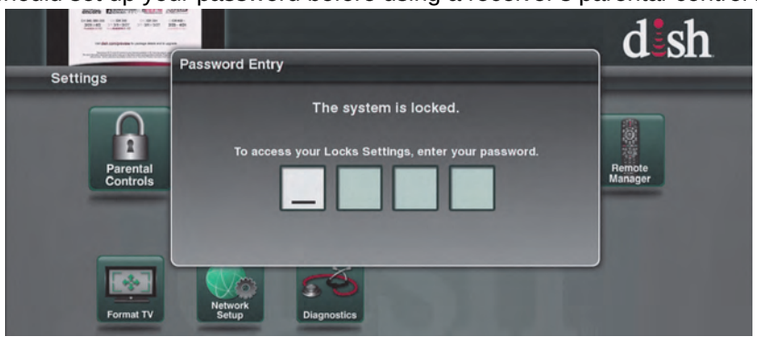
Creating or Changing a Password

You should set up your password before using a receiver's parental-control locks.



1. Press the MENU button, select the Settings tile, and then select **Parental Controls**.
2. If the receiver is locked, enter the password using the remote control's NUMBER PAD. The receiver displays stars (*) as you enter the digits of your password. Then select **OK**.
3. If you are changing an existing password, select **Edit Password**. If you are creating a new password for the first time, you will be prompted for the password after setting controls. If you want to erase the current password, you will need to enter it to access the Parental Controls screen, set all restrictions to None/No, and ensure no channel locks are set.
4. Enter the current password using the remote control's NUMBER PAD.
5. Enter the new password using the remote control's NUMBER PAD.
6. Enter the new password again for confirmation, also using the NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password.
7. Memorize your new password. From now on, enter this password to lock or unlock the receiver. If you ever forget the password, you will need to call DISH Customer Service.

Copying Locks from Your Hopper to a Joey

Once you set Parental Controls on a Hopper with Sling HD DVR, you can copy the same settings to one or more Joey Receiver(s) in your whole-home DVR system, as follows:

1. Press the MENU button on your remote and select the **Settings** tile on the Main Menu.
2. Select **Parental Controls**, and then highlight and select the option to Copy Settings.
3. In the pop-up Location List, select each location to which you want to copy the Hopper with Sling parental-control locks. A check mark appears next to each selected location.
4. You can select a location again to uncheck it, highlight and select the Cancel option to ignore and start over, or when finished selecting locations, select OK to initiate copying.

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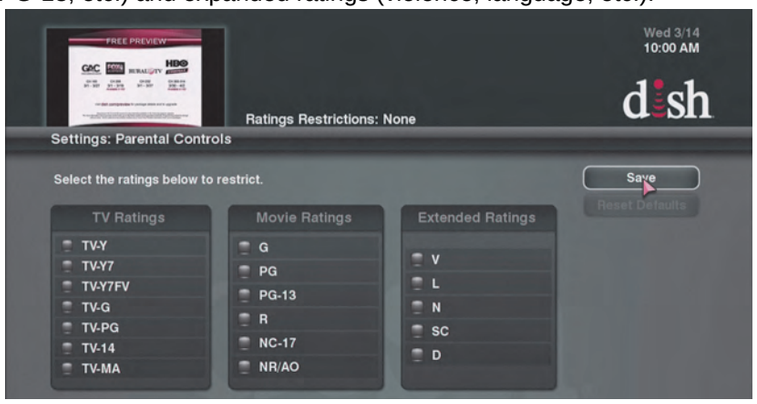
CREATING OR CHANGING RATINGS RESTRICTIONS

You can lock programs based on Motion Picture Association of America (MPAA) ratings (PG, PG-13, etc.) and expanded ratings (violence, language, etc.).



1 Press the MENU button, select the **Settings** tile, and then select **Parental Controls**.

2 If the receiver is locked, enter the password using the remote control's NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password.

3 To create or change parental controls based on program ratings, select **Edit Ratings**.

4 Highlight the least restrictive rating that you want to block. Press SELECT to lock the highlighted rating and all ratings that are more restrictive than it (for example, locking the PG-13 rating automatically locks R, NC-17 and NR/AO ratings).

MPAA Ratings

G—General Audiences. A G-rated motion picture contains nothing in theme, language, nudity, sex, violence or other matters that, in the view of the Rating Board, would offend parents whose younger children view the motion picture. The G rating is not a "certificate of approval," nor does it signify a "children's" motion picture. Some snippets of language may go beyond polite conversation but they are common everyday expressions. No stronger words are present in G-rated motion pictures. Depictions of violence are minimal. No nudity, sex scenes, or drug use are present in the motion picture.

PG—Parental Guidance Suggested. **Some Material May Not Be Suitable For Children**. A PG-rated motion picture should be investigated by parents before they let their younger children attend. The PG rating indicates, in the view of the Rating Board, that parents may consider some material unsuitable for their children, and parents should make that decision. The more mature themes in some PG-rated motion pictures may call for parental guidance. There may be some profanity and some depictions of violence or brief nudity. But these elements are not deemed so intense as to require that parents be strongly cautioned beyond the suggestion of parental guidance. There is no drug use content in a PG-rated motion picture.

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PG-13—Parents Strongly Cautioned. Some Material May Be Inappropriate For Children Under 13. A PG-13 rating is a sterner warning by the Rating Board to parents to determine whether their children under age 13 should view the motion picture, as some material might not be suited for them. A PG-13 motion picture may go beyond the PG rating in theme, violence, nudity, sensuality, language, adult activities or other elements, but does not reach the restricted R category. The theme of the motion picture by itself will not result in a rating greater than PG-13, although depictions of activities related to a mature theme may result in a restricted rating for the motion picture. Any drug use will initially require at least a PG-13 rating. More than brief nudity will require at least a PG-13 rating, but such nudity in a PG-13 rated motion picture generally will not be sexually oriented. There may be depictions of violence in a PG-13 movie, but of the harsher sexually-derived words, though only as an expletive, initally requires at least a PG-13 rating. More than one such expletive requires an R rating, as must even one of those words used in a sexual context. The Rating Board nevertheless may rate such a motion picture PG-13 if, based on a special vote by a two-thirds majority, the Raters feel that most American parents would believe that a PG-13 rating is appropriate because of the context or manner in which the words are used or because the use of those words in the motion picture is inconspicuous.

R—Restricted. Children Under 17 Require Accompanying Parent or Adult Guardian. An R-rated motion picture, in the view of the Rating Board, contains some adult material. An R-rated motion picture may include adult themes, adult activity, hard language, intense or persistent violence, sexually-oriented nudity, drug abuse or other elements, so that parents are counseled to take this rating very seriously. Children under 17 are not allowed to attend R-rated motion pictures unaccompanied by a parent or adult guardian. Parents are strongly urged to find out more about R-rated motion pictures in determining their suitability for their children. Generally, it is not appropriate for parents to bring their young children with them to R-rated motion pictures.

NC-17—No One 17 and Under Admitted. An NC-17 rated motion picture is one that, in the view of the Rating Board, most parents would consider patently too adult for their children 17 and under. No children will be admitted. NC-17 does not mean “obscene” or “pornographic” in the common or legal meaning of those words, and should not be construed as a negative judgment in any sense. The rating simply signals that the content is appropriate only for an adult audience. An NC-17 rating can be based on violence, sex, aberrational behavior, drug abuse or any other element that most parents would consider too strong and therefore off-limits for viewing by their children.

NR/AO—Not Rated. Programs created before MPAA rating system have an NR/AO rating. Also, if connection to the satellite is lost, the NR/AO rating appears.

TV Ratings

TV Ratings contain information about the audience and a content label.

Audience Ratings of TV Ratings

TV-Y—All Children. This program is designed to be appropriate for all children. Whether animated or live-action, the themes and elements in this program are specifically designed for a very young audience, including children from ages 2-6. This program is not expected to frighten younger children.

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TV-Y7—Directed to Older Children. This program is designed for children age 7 and above. It may be more appropriate for children who have acquired the developmental skills needed to distinguish between make-believe and reality. Themes and elements in this program may include mild fantasy violence or comedic violence, or may frighten children under the age of 7. Therefore, parents may wish to consider the suitability of this program for their very young children.

TV-Y7FV—Directed to Older Children (Fantasy Violence). For those programs where fantasy violence may be more intense or more combative than other programs in this category, such programs will be designated TV-Y7 FV.

TV-G—General Audience. Most parents would find this program suitable for all ages. Although this rating does not signify a program designed specifically for children, most parents may let younger children watch this program unattended. It contains little or no violence, no strong language and little or no sexual dialogue or situations.

TV-PG—Parental Guidance Suggested. This program contains material that parents may find unsuitable for younger children. Many parents may want to watch it with their younger children. The theme itself may call for parental guidance and/or the program may contain one or more of the following: some suggestive dialogue (D), infrequent coarse language (L), some sexual situations (S), or moderate violence (V).

TV-14—Parents Strongly Cautioned. This program contains some material that many parents would find unsuitable for children under 14 years of age. Parents are strongly urged to exercise greater care in monitoring this program and are cautioned against letting children under the age of 14 watch unattended. This program may contain one or more of the following: intensely suggestive dialogue (D), strong coarse language (L), intense sexual situations (S), or intense violence (V).

TV-MA—Mature Audience Only. This program is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17. This program may contain one or more of the following: crude indecent language (L), explicit sexual activity (S), or graphic violence (V).

Content Labels of TV Ratings

TV Parental Guidelines may have one or more letters added to the basic rating to let parents know when a show may contain violence, sex, adult language, nudity, or suggestive dialogue.

V—violence
L—coarse or crude language
N—nudity
SC—sexual content or situations
D—suggestive dialogue (usually means talks about sex)

5 Select the expanded rating code(s), if you want to also lock these program ratings.

6 To unlock a rating code, select the code again.

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7 Select **Save**. To ensure new parental controls take effect, you will need to set a password if you have not already. See the instructions for creating a new password on page 49.

CREATING OR CHANGING CHANNEL LOCKS

You can lock any channel, including Pay-Per-View channels. Locked channels can be accessed or recorded only after you enter the password created for your receiver.

1 Press the MENU button, select the Settings tile, and then Parental Controls.

2 If the receiver is locked, enter the password using the remote control NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password.

3 To create or change parental controls for specific channels, select **Lock Channels**.

4 Highlight and select each channel that you want to lock or unlock. Press the ARROW buttons to navigate to each channel, and then SELECT it. You can also move the list of channels by entering a number using the remote control NUMBER PAD. If the checkbox next to the channel has a checkmark, the channel is selected. Select it again to unlock it.

5 You can choose to view only the channels you have selected to be locked, and you can choose to hide the locked channels so they are not displayed in the Program Guide. (You can still enter the number of a locked channel directly using the remote NUMBER PAD.)

6 Select **Save**.

HIDING ADULT CONTENT OR LOCKED CHANNELS

When you hide adult channels or other channels you have locked, then you prevent the Program Guide, Themes lists, and the Browse Banner from displaying these channels. When you Hide Adult Channels, you also prevent anyone from choosing these channels by using the UP or DOWN ARROWS or by directly entering the digits of the channel number using the NUMBER PAD on their remote control.

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1. Press the MENU button, select the **Settings** tile, and then **Parental Controls**.
2. If the receiver is locked, enter the password using the remote control NUMBER PAD. The receiver displays stars (*) as you enter the digits of the password.
3. Select the option to **Lock Channels**.
4. Select **Yes** under **Hide Adult Channels**.
5. Select **Save**.

TIPS

- If the receiver displays a message prompting you to enter a password, then this confirms that there are parental controls set for this receiver.
- If you want to unlock the receiver or unlock any specific parental control, then use the password for the TV you are watching. For example, use the Hopper with Sling DVR password to unlock the controls set for the TV connected to the Hopper and use the Joey password to unlock the controls set for the TV connected to the Joey Receiver.
- When you restrict by rating, you also lock all other more restrictive ratings. For example using the MPAA ratings, if you restrict PG-13 rated movies, then all other programming with the R, NC-17, and NR/AO ratings are also restricted.

QUESTIONS

- **Why don't the locks I set for a remote TV work?** If the receiver is in a Whole-Home DVR system, then any locks you have set on other TVs are not available. Locks and restrictions are specific to each Hopper with Sling HD DVR and Joey Receiver in your system. However, you can copy all the same parental-control settings you have made on your Hopper with Sling HD DVR to one or more linked Joey Receivers in your whole-home DVR system. See *Copying Locks from Your Hopper to a Joey* **on page 49.** Note that you cannot copy settings made on a Joey Receiver to any other Joey Receivers (or back to a Hopper with Sling HD DVR) in your whole-home system.
- **What do I do if I forget my password?** If you ever forget your password, then you will need to contact a DISH Customer Service Representative.

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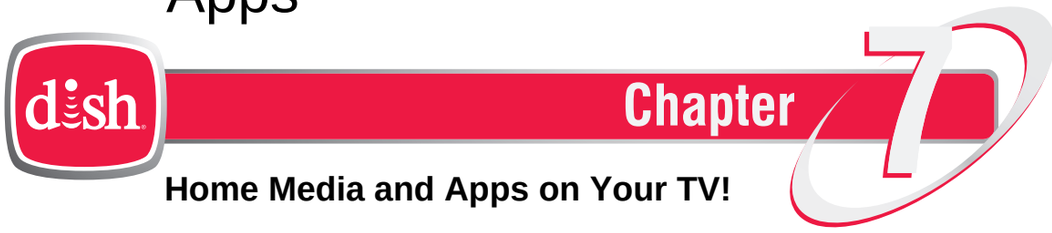
Apps



Home Media and Apps on Your TV!

What you'll find in this chapter:

- USING THE HOME MEDIA FEATURE
- USING APPS ON YOUR HOPPER WITH SLING
- MY ACCOUNT/CUSTOMER SUPPORT

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USING THE HOME MEDIA FEATURE

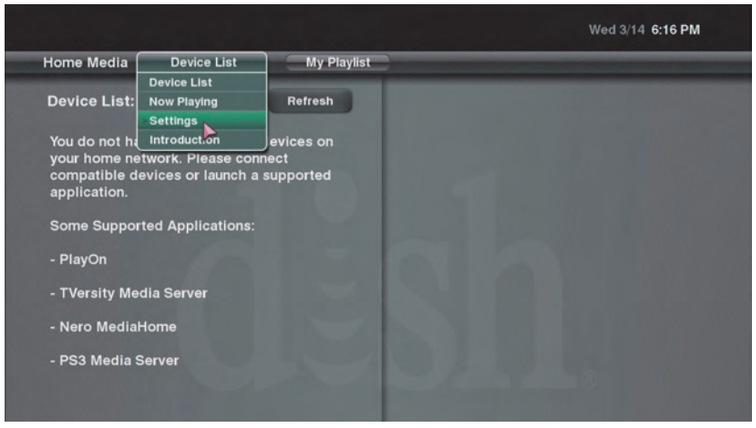
To use the Home Media feature on your Hopper with Sling HD DVR, press the MENU button and select the Home Media tile from the MAIN MENU. A list of compatible devices should be displayed.

The Home Media application connects your compatible digital-media devices together. These devices are designed to work together even though they come from different manufacturers, and may include audio/video systems, Blu–ray Disc™ players, digital cameras, game consoles, network-attached storage (NAS) devices, personal computers and mobile devices running compatible software.

To be able to listen to audio, view pictures and/or watch videos, you should:

1. Ensure your Hopper with Sling HD DVR is connected to your local area network (LAN) and has been assigned a valid IP address.
2. Have compatible media-server software running on a device that is connected to the same LAN as your Hopper with Sling HD DVR.
3. Confirm access to the media server is not blocked by a firewall or security software.
4. Select the Device List item from the drop–down menu on the Home Media screen and refresh the list to see all your available compatible devices.
5. Optionally, you can select the Settings item from the drop–down menu to change the defaults for playing slideshows and/or audio.

Make sure your Hopper with Sling HD DVR remains connected to broadband Internet to access all features of the Home Media app. You can enjoy the feature on one TV at a time.



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Using Apps on Your Hopper with Sling

To use apps on your TV, press the MENU button and select the **Apps** tile from the MAIN MENU screen. You can order additional channels, check the news and weather, and even play games. Make sure you connect your Hopper with Sling to broadband Internet service to access all the features of your apps. You can enjoy this feature on one TV at a time.

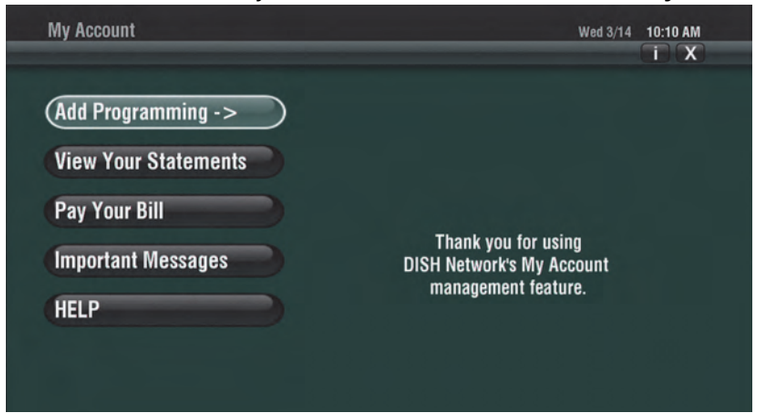
Apps are software applications bringing the best of the web to your TV that you can run right on your broadband Internet–connected Hopper with Sling HD DVR. These include news, sports, music, weather and game apps. And you can even follow and share with friends using social networking apps for Facebook and Twitter®.

Note also that you can use **The Weather Channel** app by selecting its tile directly on the MAIN MENU screen.

My Account/Customer Support

An important feature of your Hopper with Sling is the **My Account** tile. It provides convenient access to your DISH account to add programming, review your statement, pay your bill, and more. Attach an active telephone line or broadband Internet connection to your DISH receiver to ensure access to this feature.

Press the MENU button on your remote control and then select **My Account**.



Tips

- Whenever you want to exit an app and return to watching DISH programming, press the VIEW LIVE TV button and you'll return to the last channel you were watching.
- In addition to the on-screen app, you can also access Customer Support online at the DISH website. Visit the **mydish.com** website and log in for more information.

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Chapter 7

Tips

Notes

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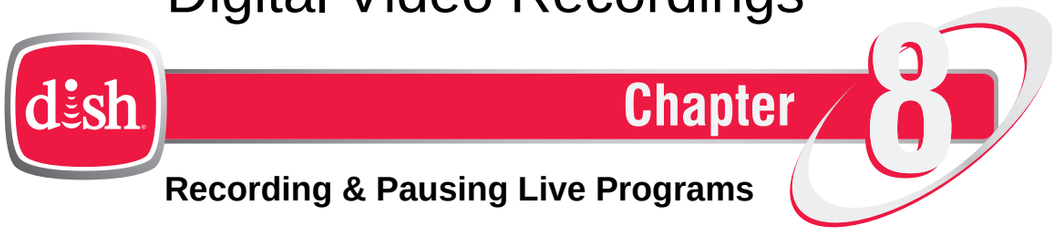
Digital Video Recordings



Recording & Pausing Live Programs

What you'll find in this chapter:

- WHAT IS A DVR?
- PAUSING A PROGRAM
- REVERSE, FAST FORWARD, AND SKIP
- SLOW MOTION AND FRAME-BY-FRAME
- RECORDING A LIVE PROGRAM
- PLAYING A RECORDED PROGRAM
- RECORDING WHILE WATCHING DIFFERENT PROGRAMS
- OTHER RECORDING OPTIONS
- GROUPING AND SORTING RECORDINGS

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WHAT IS A DVR?

The Hopper with Sling is a Whole-Home HD Digital Video Recorder (DVR) that lets you watch TV the way that you want. You can pause, reverse, or skip back through a program. Then you can resume watching live TV. Also, you can record and play back programs with full digital audio and video quality, without using a VCR.

For example, if you get a phone call while you are watching a live or recorded program, you can pause the program, talk on the phone for an hour, resume the program from where you left off (or restart the program), and not miss any of the action.

You can move through a program forward and backward in slow motion or frame-by-frame using your DVR auto-recording features while watching live or recorded programs.

PAUSING A PROGRAM

On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user's guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and any associated TV warranty coverage.

For a live TV program, the on-screen pause timer shows how long you have paused the program. The pause timer shows how far you are behind the live program. You can pause a live program for as long as an hour. (Each receiver in your whole-home DVR system can do this.) If you think you might be away from the TV for more than an hour, but don't want to miss any of the program, consider recording the program (see page 62).

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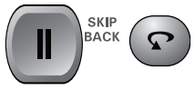
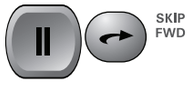
Reverse, Fast Forward, and Skip

This section describes how to use the DVR buttons on your remote control to move forward and back quickly while you watch TV.

	Press BACK once to reverse the program 4 times as fast as normal play. Press BACK twice to reverse at 15 times normal speed, three times to reverse at 60 times normal speed, and four times to reverse at 300 times normal speed. The on-screen bar shows how far you've gone. For a live program, you can only reverse back to the last channel change or back one hour, whichever occurs first.
	Press FWD (forward) once to fast forward through the program at 4 times normal speed. Press FWD twice to forward at 15 times normal speed, three times to forward at 60 times normal speed, and four times to forward at 300 times normal speed. The on-screen bar shows how far you've gone. Of course, you can't go forward into the part of a live program that hasn't been broadcast yet.
	Press SKIP BACK to skip back about 10 seconds in a program. Press this button repeatedly to skip back another 10 seconds at a time.
	Press SKIP FWD to skip ahead about 30 seconds in the program. Press this button repeatedly to skip ahead another 30 seconds at a time.

Slow Motion and Frame-By-Frame

Your satellite receiver has features that allow you to slow down live TV. This section describes how to use the DVR buttons to use slow motion and frame-by-frame advance or reverse while you watch TV. Press PLAY to exit any of the features described below.

	Press PAUSE and then press BACK to reverse the program in slow motion. Press BACK once to reverse the program 1/4 the speed of normal play. Press BACK twice to reverse at normal speed.
	Press PAUSE and then press FWD to forward the program in slow motion. When you press FWD once the program advances at 1/15 the speed of normal play. Press FWD twice to forward at 1/4 as fast as normal play. Press FWD three times to play the program at normal speed. Of course, you can't go forward into the part of a live program that hasn't been broadcast yet.
	Press PAUSE and then press SKIP BACK repeatedly to reverse the recording frame-by-frame.
	Press PAUSE and then press SKIP FWD repeatedly to advance the recording frame-by-frame.

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Recording a Live Program

To record the rest of the program you are watching, PRESS the record button on your remote control. You can press the RECORD button again at any time during the current recording and follow the on-screen instructions if you want to extend the end of the recording past the scheduled end time listed on your Program Guide.

To stop a recording you are watching, press the STOP button on your remote control. A pop-up screen will ask you to confirm you want to stop recording the current program. Select **Yes** to stop the recording now, or **No** to continue recording.

If all system tuners are in use when you request a new recording, you will see the TV Viewing Status screen (as shown on page 35). From this screen you can decide to watch the same content as one of the other tuners, order a DISH On Demand program or event, or play back a previously recorded program from your Hopper with Sling HD DVR's My Recordings list, including (if you enabled the feature) any PrimeTime Anytime™ shows you have recorded.

Note: Programs or events recorded in high definition, such as those recorded with the PrimeTime Anytime feature, require as much as six times more storage space than programs recorded in standard definition.

Playing a Recorded Program

To play a program or event recorded on your Hopper with Sling HD DVR, do the following:

1. Press the DVR button on your remote control to display the My Recordings screen.
2. Highlight a tile for a program (or a folder of programs, if applicable). If you want to watch the program (or the latest recording in a folder of programs), then press the PLAY button. If you want to see more options, press the SELECT button to display a pop-up menu.
3. For a single program or event, choose from the following options:

   - **Start Over**. Watch this recording from the beginning. If you have previously played a part of the show, you can also select **Resume** to watch the rest of the program.
   - **Edit**. You can move the recording to a folder or protect it from automatic erasure.
   - **Delete**. Delete this recording from the DVR. This does not delete the associated timer.
   - **More Info**. Display the full Information screen about this program or event.

   For a program folder, choose from the following options:

   - **Start Over**. Watch the latest recording from the beginning. If you have previously played a part of it, you can also select **Resume** to watch the rest of the program.
   - **Edit**. You can move the recording to a folder or protect it from automatic erasure.
   - **Delete**. Delete this recording from the DVR. This does not delete the associated timer.
   - **More Info**. Display the full Information screen about this program or event.

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RECORDING WHILE WATCHING DIFFERENT PROGRAMS

This section describes the basic ways to record a program while watching a different program at the same time.

Recording a Different Program

You can set up your Hopper with Sling HD DVR to record one or two programs or events while you are watching another program live or playing back an existing recording.

1. Make sure your Hopper with Sling HD DVR is powered, as indicated by the light on the front panel.
2. Press GUIDE to access the Program Guide. Find a program on now you want to record.
3. Highlight the program and press the SELECT button to tune the receiver to that program.
4. Press the RECORD button on your remote control.
5. Your DVR begins recording now with your default DVR recording settings, or you can press the RECORD button again for more **Options** to customize your recording settings.
6. If you selected **Options**, see *Other Recording Options* on page 63 for more on your choices.
7. Choose another program to record, as described in Step 2.
8. Press the RECORD button on your remote control and your DVR begins recording with your default settings. You are now recording two programs at the same time.
9. Press DVR twice on the remote control to access the My Recordings screen. You should see the two programs that are recording indicated by the red dots for the listings.
10. Select another program to watch now, if applicable, or a program or event that you recorded earlier and start the playback.
11. You should now be watching one program or event while your DVR receiver is also recording the other two programs or events.

OTHER RECORDING OPTIONS

When you set up a new DVR timer for a future program or event, you can choose from the following options:

- **Type**—You can change the type of timer from DVR to Auto Tune. An Auto Tune timer changes the channel to the program or event, but does not record it.
- **Episodes—**You can choose to record all New and Reruns, Only New episodes, only Once, once Weekly or Daily at the same time, or only on weekdays (Mon-Fri).
- **Folders—**The DVR feature can save new event recordings inside an existing folder.
- **Protect—**You can choose to protect this timer's recordings from accidental erasure.

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- **Keep—**By default, an event timer keeps the 20 newest recordings it has made before it replaces older recordings with newer ones. You can change this number here.
- **Start Early—**You can extend the start time for the recording. This option is useful for programs that might start a minute or two early, like some major network shows.
- **End Late—**You can extend the stop time for the recording. This option is useful for programs that might run overtime, like sporting events or annual awards shows.
- **Priority**—By default, new timers have a higher priority assigned to them than existing timers, for purposes of resolving conflicts when multiple recordings overlap.

Note: If you tune to a program after it has begun, then you can record only the part of the program after you tuned to it. To do this, reverse as far as you can in the auto-recording.

Grouping and Sorting Recordings

1. Press the DVR button (or press MENU, and then select **DVR** from the MAIN MENU).
2. Choose a group or sort option to help you quickly find the program you want to watch:
   - To group programs into folders, select **Folders by Title**, or you may select another option from the drop-down menu, like **Folders by Genre**, **My Folders** or **No Folders**.
   - By default, recordings are sorted by date. To sort them alphabetically by name (**A-Z**) or into rating categories, select the **DVR Date** drop-down mnu, and choose an option.

   The My Recordings list re-arranges itself to match your sorting or grouping selection(s).

Tips

- If you have a program paused, press PLAY to watch the program. Also, press PLAY to switch from forward or reverse (at any speed) back to normal playback.
- Press VIEW LIVE TV to catch up with the program as it's showing now, if applicable.
- As you fill your internal DVR, you may want more space to store additional programs. You can connect your own compatible, external USB 2.0 hard-disk drive (HDD) and use the optional Archiving feature. See *External Hard-Disk Drive* on page 82 for more information.

Questions

- **How can I fast-forward through commercials?** If you are watching a pre-recorded program, or have delayed a live program, press the SKIP FWD or FWD button on your remote control. However, you cannot skip/forward while watching live TV.

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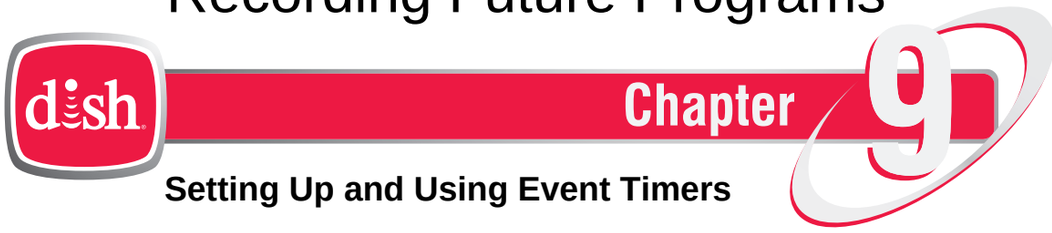
Recording Future Programs



Setting Up and Using Event Timers

What you'll find in this chapter:

- USING PRIMETIME ANYTIME™ AND AUTOHOP™
- TIMERS AND RECORDINGS
- USING THE TIMERS LIST
- USING THE DAILY SCHEDULE
- SETTING UP AN EVENT TIMER
- SETTING UP A SEEK & RECORD™ TIMER
- CHANGING OR DELETING A TIMER

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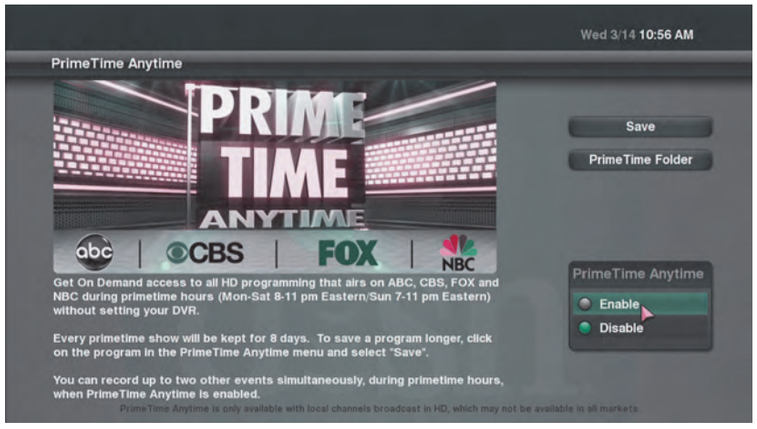
USING PRIMETIME ANYTIME™ AND AUTOHOP™

The PrimeTime Anytime™ feature of your Hopper with Sling HD DVR, once you enable it, will begin to provide instant access to your favorite shows on ABC, CBS, FOX and NBC in high definition. (Note if any of your local HD channels are not available in your market, these shows cannot be recorded automatically.) Programs airing during prime-time hours, 8-11 p.m. ET/PT Monday through Saturday, and 7-11 p.m. ET/PT Sunday, will be recorded and accessible for eight days from their initial air dates, by default. And you can always save these recordings to your DVR library to be able to watch them at any time.

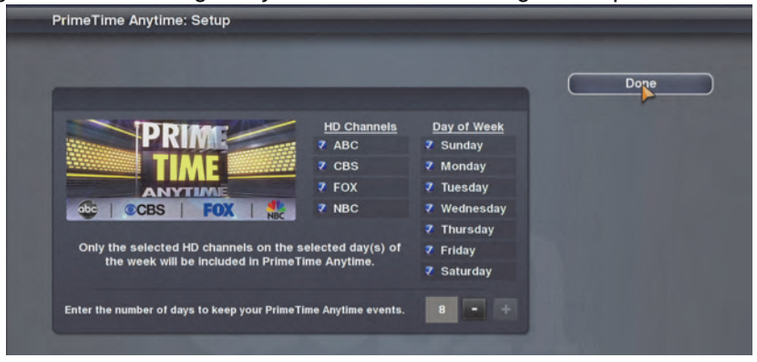
Enabling the PrimeTime Anytime™ feature

To enable the PrimeTime Anytime™ feature on your Hopper HD DVR, do the following:

1 Press the MENU button on your DISH remote control or front panel, highlight the **PrimeTime Anytime** tile and press SELECT.



2 Select the **Enable** option to turn on the feature. On the Setup screen for the feature, you can change which channels are recorded and on which nights of the week. You can also change the default of eight days before older recordings are replaced with newer ones.



3 Highlight and select **Done**. Then on the PrimeTime Anytime™ screen, select **Save**.

4 If you Enabled the feature, it will begin recording HD prime-time shows each night. Note that Enabling the feature does not instantly populate the folder with any saved content;

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recordings will begin during the next applicable nightly interval and gradually populate the folder, day-by-day. Enable the feature at least 20 minutes in advance of prime time hours.

Disabling the PrimeTime Anytime™ feature

To disable the PrimeTime Anytime™ feature after it has been enabled, do the following:

1. Press the MENU button on your DISH remote control, highlight the **Settings** tile on the Main Menu screen and press SELECT.
2. Highlight and select **DVR Defaults** and then select **PrimeTime Anytime**.
3. Select the **Do Not Enable** option to turn off the feature, then highlight and select **Save**.

If you disable the feature, PrimeTime Anytime will stop recording shows automatically. (You can still set up event timers to record any individual shows you want, of course.) In order to stop tonight's recordings, you must disable the feature at least 20 minutes before the nightly prime-time interval begins (8 p.m. ET/PT, 7 p.m. CT/MT Monday through Saturday; and 7 p.m. ET/PT, 6 p.m. CT/MT Sunday).

Note that disabling the PrimeTime Anytime™ feature will not alter or instantly delete any contents currently in the PrimeTime Anytime™ folder.

Accessing PrimeTime Anytime™ content

To view your PrimeTime Anytime™ shows, do any of the following:

- Press the DVR button twice on your DISH remote control.
- Press the DVR button, highlight the PrimeTime Anytime™ folder on the My Recordings screen, and then press the SELECT button.
- Highlight and select the PrimeTime Anytime™ tile on the Main Menu screen and then select the **PrimeTime Folder** option.

Saving your PrimeTime Anytime™ content

The shows recorded in the PrimeTime Anytime™ folder expire in eight days, by default. The oldest recording for each program is then deleted automatically, unless you highlight and select the item in your folder and use the **Save** option for that individual recording.

AutoHop™ for PrimeTime Anytime™ content

DISH has created commercial-free TV so you can save an hour each night. You can automatically skip commercials in primetime TV—on ABC, CBS, FOX, and NBC in HD. In order to take advantage of the AutoHop feature, first you must enable the PrimeTime Anytime™ feature on the Hopper with Sling HD DVR, and then do the following:

1. The day after PrimeTime Anytime™ recordings occur, access the content in the Prime-Time Anytime™ folder on your Hopper with Sling HD DVR.
2. Find content with the red "roo" logo in the upper-right corner of the recorded item's tile.

Each time you begin to watch applicable content, a pop-up screen will be displayed asking if you want to enable the AutoHop™ feature. Highlight and select the option that you want.

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TIMERS AND RECORDINGS

A timer is your instruction telling the satellite TV system the programs you want to watch in the future. For most Digital Video Recorder (DVR) timers, you select a specific program on a specific channel, and tell the system how often you want to record that program.

DVR recordings are listed in the My Recordings screen, which you can find quickly by pressing the DVR button on your DISH remote control.

Timer Types

There are two types of event timers:

- **DVR**—to record an event onto your system's hard-disk drive for later viewing.
- **Auto Tune**—to automatically change the channel for live viewing of the event.

Timer Frequency

Deciding how often you want to watch a program will help you make the best choice:

- **New and Reruns**—to record every time that program is shown on that channel.
- **Only New**—to record the current season's programs each time they occur on that channel. This is the initial default for recurring DVR timers, unless you change it.
- **Once**—to record a program or event once (good for movies, sporting events, etc.).
- **Weekly**—to record a program once a week, at the same time, on the same channel (good for episodic programs shown on the same night each week).
- **Daily**—to record a program once a day, at the same time, on the same channel (good for daily news programs).
- **Mon-Fri**—to record a program once a day, Monday through Friday, at the selected time, on the same channel (good for weekday-only talk shows).

Seek & Record™—to record programs on all channels (by default) or a specific channel, based on your own specified criteria. See page 72 for more details.

Timer Priorities

Priorities are used by the receiver to know which program you would prefer to record, if multiple timers are scheduled to start at the same time. For example, having seven programs scheduled to record at the same time cannot be done on a triple-tuner receiver; therefore, the receiver will record only the three programs with the highest priority timers.

- All timers have an associated numerical priority that you can change at any time.
- The larger the number, the lower the priority (for example, priority 1 is higher than priorities 2, 3, and 4).
- You can override a specific timer's priority with a one-time skip or by restoring it. Press the remote control DVR button three times and select a timer in the Daily Schedule. Then you'll have an option to **Skip** or **Restore** (if it's skipped) that timer. See page 71.

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Timer Options

The Timer Options screen lets you set the following (not used on all options screens):

- **Protect Event**—to prevent your programs from being erased when the DVR fills up.
- **Set Frequency**—to record only new episodes of a program. By default, all episodes of a Seek & Record™ event will be recorded.
- **Set Channel**—to select a specific channel. When setting manual timers, you select a channel from a scrolling list of all channels in your guide.
- **Start Early**—to begin a timed recording a few minutes earlier than its scheduled start.
- **End Late**—to continue recording a while after the program's scheduled ending time.
- **Save as Defaults**—to use the Start Early, End Late, Maximum Events to Keep, and Priority (highest/lowest) settings for this event as the new defaults for future timers.
- **Maximum Events to Keep**—to automatically delete the oldest unprotected event recordings after a specified number of them are accumulated for this particular timer. **Note**: This option is especially valuable for certain Seek & Record™ timers, which might otherwise fill your DVR storage with too many episodes of a single program.

Note: When setting Seek & Record™ timers for programs available in both HD and SD, by default, the DVR system will automatically select the HD program for recording.

Daily Schedule

The Daily Schedule lists the timers that are planned for today, for the future (up to nine days, if applicable to your satellite system), and have occurred in the recent past. Press the DVR button three times and use the Daily Schedule, as shown on page 71, to:

- Review today's timers. You can choose to skip a scheduled timer, or restore a timer that was not planned to occur, perhaps because of a conflict with another program. See *Timer Priorities* on page 68.
- Review future timers, up to nine days in advance, and make changes as necessary.
- Review past timers to see which occurred, and the reason why one or more did not, if applicable. See *Reasons Why Timers are Skipped* on page 70.

Timers List

Press the DVR button four times and use the Timers List, as shown on page 71, to:

- View the general list of all event timers.
- Select a timer from this list to see a detailed listing with specific dates and times of upcoming timers for that program/event or Seek & Record™ search term(s).
- Set user-selected priorities for each event timer. See *Timer Priorities* on page 68.
- Select **Edit Event** to edit an individual occurrence of a recurring event timer or **Edit Timer** to change all occurrences or delete the entire event timer. Deleting an event timer does not delete any existing recordings or stop any recordings already begun.

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Reasons Why Timers are Skipped

If a timer is skipped, the reason is stated on the Timers List.

- **Priority**—This timer had a lower priority than other events being recorded at the time.
- **User**—A user chose to skip that timer.
- **Duplicate event**—There is already another timer which is set to record that program.
- **Event exists in DVR**—The program was already recorded and can be found now in the My Recordings list.
- **Not a new episode**—Used for New Episode timers. A New Episode is one that has the word New or the current year listed in the associated Program Guide information.
- **Incorrect event**—For Weekly, Daily, and Monday-Friday timers. If the program guide has a different event listed, then the timer will be skipped. For example, the event timer was set up as a Daily timer on a Saturday, but the specified program is broadcast only weekdays, so instances of the timer will be skipped on the weekends.

When a Timer Needs Your Tuner to Record

If the three satellite TV tuners of the Hopper with Sling are needed for scheduled event recordings while you are watching live TV, then you will see a pop-up message on screen.

Choose **Allow** and the timer will change the channel and record the program. Choose **Stop** and the timer will skip recording the scheduled event. Note that stopping one event recording does not delete a series timer, so future episodes will continue to be recorded.

When the Receiver is Off

If the receiver is off when a scheduled type of event timer occurs, the receiver will:

- **DVR**—Remain powered off (in standby mode), but will record the scheduled event.
- **Auto Tune**—Turn on at the scheduled time and for the event duration. After a period of time, if you do nothing, your DISH receiver will turn off (enter standby mode) again.

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Special Considerations When Using Timers

- **For Locked or Restricted Programs**—You must enter the receiver password before you can create an automatic event timer for a program restricted by rating or on a locked or hidden channel. If you do this, and the restrictions or locks are subsequently changed, then when the timer starts, note that the receiver may display only an error or password-entry menu screen.
- **For Pay-Per-View Programs**—You must order a Pay-Per-View program or event at the time that you create an event timer for it.
- **For Blacked Out Programs**—If you set a timer for a program or event that is blacked out in your area, then when the timer occurs, the receiver may only display an error. Note that the original provider of a program or event decides the black-out restrictions, *not* DISH.

USING THE TIMERS LIST

To use the Timers screen to help manage your event timers, do the following:

1. Press the DVR button on your remote control four times to display the Timers List.
2. Scroll the list of timers. As you do so, detailed information about the highlighted timer appears on the right. From the drop-down menu bar, you choose to sort the list by **Priority** or select multiple Timers to edit at once (for example, to change **Priority** or **Delete** them).

   Highlight and select one listed Timer if you want to see its Daily **Schedule** or to **Delete** it.

USING THE DAILY SCHEDULE

To use the Daily Schedule screen to help manage your event timers, do the following:

1. Press the DVR button on your remote control three times to display the Daily Schedule.
2. Scroll the list of timers for today and the next few days. As you do so, detailed information about the highlighted timer appears on the right. You **Show** or **Hide** events to be skipped.

   Highlight and select a future program if you want to **Skip** or **Restore** an event. You can also choose to **Protect** the recording, or edit the **Start Early** or **End Late** timer settings.

   - To edit the Start Early/End Late settings for an individual occurrence, select its event timer and then select **Edit Event**. To edit an event's associated timer, select it and then select **Edit Timer**. This will access the Timers List with the Timer highlighted.
   - If the program is included in a Seek & Record™ timer, you cannot change the Start Early or End Late times for an individual occurrence; it must be changed within the Seek & Record™ timer, selected from the full Timers List. Refer to page 72.
   - If the PrimeTime Anytime™ feature is enabled, you will see it on the Daily Schedule. You cannot edit an individual event or settings from this screen. Refer to page 66.

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- Press PAGE UP to see the previous days' timers. Review these timers if you want to see the result of these timers (for example, if a timer recorded successfully or why it might have been skipped).

Setting Up an Event Timer

1. Find a program or event to record that starts in the future using the Program Guide or Browse Banner.
2. Highlight and select the future program or event. The Create Timer screen displays.
3. Select one of the Timer Types (see page 68 for more details).
4. Select the Timer Frequency (see page 68 for more details).
5. Select any other recording **Options** (see page 69 for more details), as applicable.
6. Select **Priority** if you would like to change the current priority of the event timer (see page 68 for more details).
7. Select **Create** to save your new event timer.

Setting Up a Seek & Record™ Timer

The Seek & Record™ feature lets you create timers to record programs or events automatically based on results of your search criteria. When the DVR finds programs listed that meet your search criteria, it will automatically set a timer to record that program. As the Program Guide is updated, the Seek & Recordq™ feature will continue to find and record newly listed programs or events based upon your search criteria.

An example of how to use the Seek & Record™ feature might be that you saw a movie in a theater and you want to watch it again as soon as it is available on a movie channel. Use the **Exact Match** and **Title** options, and then type the exact title of the movie. If the movie is made available on a movie channel included in your DISH package, the receiver will automatically set a one-time DVR timer to record that movie for you!

1. Press your remote's SEARCH button. If you need to, clear or delete the text in the box.
2. Select **Seek & Record**.
3. Select your preferred Search Method:
   - **Titles**—Search for programs or events by one or more words in their titles.
   - **Descriptions**—Search for programs whose descriptions contain specified terms.
   - **Actors—**Search for programs by the actors' names listed with their information.
   - **History—**Search for programs by repeating a recent search you have performed.

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4 Enter your search criteria. You can use the virtual on-screen keyboard below the text box, or you can use the letters on the NUMBER PAD buttons on the remote control (similar to texting on many mobile phones) while the on-screen cursor is in the text box. See *Using Text Fields* on page 27 for instructions.

5 Select any **Options** for the Seek & Record timers, as described on page 69, if applicable.

6 Select **Create**. When the system has completed your search, the Timers list and Daily Schedule screens will display the results.

Note: After entering your search words and selecting Create, be sure to review the timers the Seek & Record feature created—some may not be what you are expecting. You can:

- Choose any selected events you want to Skip. Review timers for future events often by pressing the DVR button three times to access the Daily Schedule screen.
- Adjust your search terms and/or method. Select **Priority** to change the priority of your Seek & Record timers. To adjust your search further, delete any unwanted Seek & Record timer(s) and try the following:
  - — Change your Seek & Record search term(s) to be more specific.
  - — If you press the SEARCH button when you have highlighted a future program within the Program Guide, Browse Banner, Themes list or Search results, then the program's exact title will be entered in the text box for you.

Changing or Deleting a Timer

1 Press the DVR button three times for the **Daily Schedule** or four times for the **Timers** list.

2 Highlight a program or event in the list and press the SELECT button.

3 Select **Skip Event** if you wish to skip the selected occurrence of the event timer; **Edit Event**. if you wish to change recording options for this occurrence only; or **Edit Timer** if you wish to change or delete all occurrences of this event timer from the list.

4 Select **Delete**. A pop-up window displays, asking you to confirm your choice(s).

5 Select **Yes** on the pop-up screen. The event timer(s) you selected are now deleted.

Tips

- Make sure the Updates feature is enabled, as described on page 89. By enabling this feature, the Electronic Program Guide (EPG) always will have the most up-to-date information, and your DVR can automatically adjust or create timers accordingly.
- Weekly, Daily, and Monday-Friday timers move only if the program is within one hour earlier or four hours later than the original time for which the timer was set. These timer frequencies will adjust their length if their event's time block is extended.

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- Seek & Record™ event recordings may fill your DVR storage space quickly. If you have other timers that you know you don't want to be recorded over, choose **Protect** on those important programs.
- DVR Timers set for sporting events automatically end late by 60 minutes to allow for overtime. If you want to change this setting, use **Options** when you set up the timer.

QUESTIONS

- **Why is my receiver recording programs I didn't schedule?** Seek & Record™ timers may include more programs than you initally planned. If you'd like to refine your search, delete the Seek & Record™ timer and start again as described on page 72.
- **Why did the receiver delete a program that I recorded?** If your recording was unprotected and the receiver's hard-disk drive fills up, your DVR deletes the oldest unprotected recording. You can protect your recordings as described on page 69.
- **Where can I go to find out why the receiver didn't record something that I had scheduled?** Look at your Daily Schedule screen and refer to *Reasons Why Timers are Skipped* on page 70.

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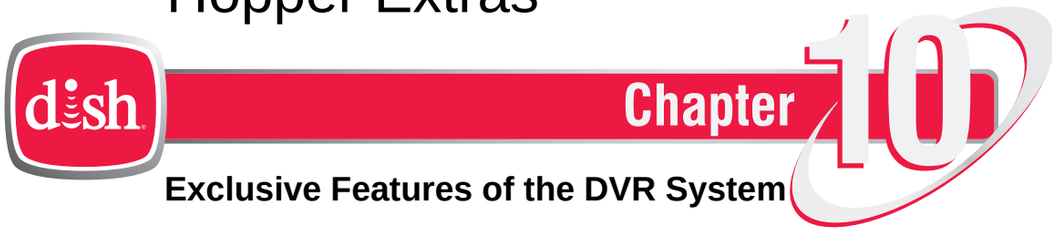
Hopper Extras



Exclusive Features of the DVR System

What you'll find in this chapter:

- WHAT'S HOT
- SIRIUSXM® SATELLITE RADIO
- BLUETOOTH® AUDIO STREAMING
- USING MULTI-CHANNEL RECALL
- BLUETOOTH® AUDIO STREAMING
- USB DIGITAL OVER-THE-AIR TUNER
- TIPS
- QUESTIONS

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WHAT'S HOT

Never miss the hottest TV shows and sports events. The What's Hot feature of your Hopper with Sling HD DVR system displays the top programs, available locally or nationally in your geographic area, based on what other viewers are currently watching. You can also choose to set a DVR timer to record these programs or events.

1. Press the MENU button on the remote control or front panel for your Hopper with Sling HD DVR and select the **What's Hot** tile from the Main Menu.
2. Select one or more options from the menu bar to filter the results by programming theme, region (Local or National), and show time/type (On Now, On Next, Today, On Demand, or Blockbuster @Home).

SIRIUSXM® SATELLITE RADIO

Your Hopper with Sling HD DVR system delivers the same lineup of music channels from SiriusXM Satellite Radio that you enjoy in your car to your whole home. Press the GUIDE button on your remote control and go to and select channel 99 to see the range of music channels available on your DISH system (or type 99 on your remote's NUMBER PAD, followed by the number of your favorite SiriusXM Satellite Radio channel).

SiriusXM Satellite Radio channels are available with select DISH programming packages.

SRS® TRUVOLUME FEATURE

The SRS® TruVolume feature of your Hopper with Sling HD DVR system eliminates volume fluctuations during commercials or when changing channels, so you can enjoy a more natural listening experience. This feature is available on the Audio Output settings screen, as follows:

1. Press the MENU button and select the **Settings** tile from the Main Menu screen.
2. Highlight and select the **Audio** tile, and then select **Audio Output**.

From this screen, you can enable (if it is disabled in RF Mode) or disable (if it is enabled) the Volume Leveling feature in RF Mode. In Line Mode, this feature is always Disabled.

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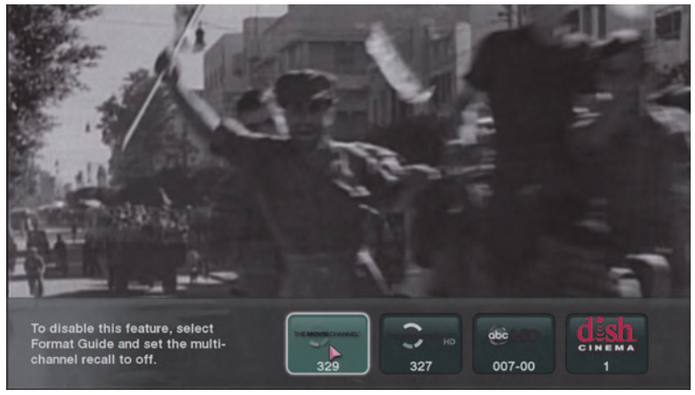
USING MULTI-CHANNEL RECALL

Another helpful feature to find the program you want to watch is channel RECALL. You can quickly go back to a channel you were previously watching on your TV. Both your Hopper with Sling HD DVR and Joey Receiver(s) support the multi-channel recall feature, allowing easy access to the four most recent satellite channels you viewed on your TV.

To enable, change, or disable the multi-channel recall feature, do the following:

1. Press the MENU button on your remote control and select the **Settings** tile.
2. Select **Guide Settings**, and then **Format Guide**.
3. Under Multi-Channel Recall, select one of the following options:
   - **On**. This is the default setting. Pressing the RECALL button on your remote allows you to select any one of the four most recent channels you viewed on this receiver.
   - **On, immediate**. Choose this setting if you want the RECALL button to change immediately to the previous channel you viewed, but also display all four most recent channels for you to choose from, as it does when the On option is set.



   - **Off**. If you turn off the receiver's multi-channel recall feature, the RECALL button goes immediately to the previous channel you viewed. Older channels are not shown.
4. When you are finished changing these settings, highlight and select the **Save** option. If you have made changes you do not want saved, press the remote's CANCEL button.

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BLUETOOTH® AUDIO STREAMING

The Hopper is the first set-top box to offer Bluetooth Audio Streaming, the feature that lets you listen to the audio of your program using your Bluetooth wireless headset or speakers. (Note: Bluetooth audio devices, such as wireless headphones or speakers, are sold separately.) Now you can listen to sound without disturbing anyone or walk around the house and never miss a play during a game. You can even listen to all the music from SiriusXM® Satellite Radio stations.

To use the Bluetooth Audio Streaming feature

In order to use this feature, have your audio device ready and follow these instructions:

1. Press the MENU button on the remote or front panel of the Hopper with Sling HD DVR.
2. Highlight and select the **Settings** tile. Then highlight and select **Bluetooth**.

   Once Bluetooth is selected, it automatically starts to scan for available Bluetooth wireless devices. Be sure your device is powered on (and made discoverable, if necessary) and is within range of the Hopper with Sling HD DVR, so that the scan can find your device. The range for Bluetooth communications typically is about 30 feet, although it can vary considerably for some devices. Consult the user materials provided for your device for details.
3. Once the scan is complete, a list of devices that were found will appear. A device can be:

   Paired – Connected: The Hopper with Sling is currently playing audio to this Bluetooth device. Select this device in the list to see options to disconnect from it and/or unpair it from the Hopper with Sling, if desired.

   Paired – Not Connected: currently paired and enabled, this Bluetooth device is able to stream audio when it is on. Turn on the device to use it for streaming audio, or select the device to unpair it from the Hopper with Sling, if desired.

   Unpaired: Bluetooth device has been detected, but is not paired to your Hopper with Sling. Selecting this device initiates pairing (you must enter the device's four-digit Bluetooth passcode, if or when prompted). When device pairing is complete, the device status then will be Paired – Not Connected (see above).

To turn off the Bluetooth feature

To completely turn off the Bluetooth Audio Streaming feature of your Hopper with Sling HD DVR, do the following:

1. Press the MENU button on your remote control or the Hopper with Sling front panel.
2. Highlight and select the **Settings** tile on the MAIN MENU, and then **Bluetooth**.
3. On the screen under the Bluetooth area, highlight and select the "off" option.

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USB Digital Over-The-Air Tuner

Visit the mydish.com website and log in to your DISH account to purchase the optional USB Digital OTA (Over-The-Air) Tuner. After connecting the tuner to one of the USB 2.0 ports on your Hopper with Sling HD DVR, you can watch and record free local channels. Do the following:

1. Connect the USB plug of your Digital OTA Tuner into one of the USB 2.0 ports on your Hopper with Sling HD DVR. Note that the Hopper with Sling HD DVR currently supports one external USB-connected device at a time. (The OTA tuner does not work connected to the USB port on a Joey Receiver.)
2. Connect the coaxial port connection of your Digital OTA Tuner to your optional over-the-air antenna, purchased separately from a consumer electronics retailer.
3. Press the MENU button on the remote control or front panel of the Hopper with Sling HD DVR, highlight and select the **Settings** tile on the MAIN MENU, then **Diagnostics**, and then **Over the Air Locals**.
4. Select Scan to begin searching for channels your OTA antenna picks up in your area. These channels will be added automatically to the Program Guide of your DISH system, and will be available for live TV viewing as well as DVR recording of over-the-air content.

Tips

Questions

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Chapter 10

Questions

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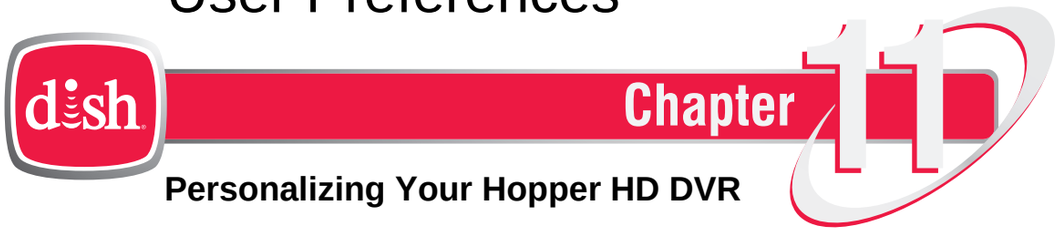
User Preferences



Personalizing Your Hopper HD DVR

What you'll find in this chapter:

- USING MULTIMEDIA
- USING CALLER ID
- CUSTOMIZING THE GUIDE AND CHANNEL LISTS
- CHANGING LANGUAGES
- USING CLOSED CAPTIONING
- USING AUDIO OUTPUT
- RESETTING TO FACTORY DEFAULTS
- RECEIVER UPDATES
- TIPS

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USING MULTIMEDIA

Photos

You can view photos on the TV connected to your Hopper with Sling HD DVR using the Home Media feature. Now you don't have to pass photos around or have a crowd of people hover around your digital camera. See "Using the Home Media Feature" on page 56.

External Hard-Disk Drive

The Hopper witvh Sling HD DVR has generous internal storage space for hundreds of hours of recorded programming. But if you start to notice the hard drive of your integrated DVR getting full, you can expand the storage capacity by connecting a compatible, external USB 2.0 hard-disk drive (HDD) between 50 GB and 2 TB in size. You can transfer any recordings from the integrated DVR to your external storage device (by using **Recordings Transfer** on the Main Menu screen) to archive them, and play back any programs directly from the connected external drive. This feature is free and automatically enabled on your Hopper with Sling HD DVR.

To choose a compatible external hard-disk drive, consider the following:

- The hard-disk drive must have a USB 2.0 data connection.
- The capacity of the hard drive should be a minimum of 50 GB up to a maximum of 2 TB.
- Using a hard-disk drive with an external power supply is recommended. Portable or pocket hard drives powered only by a single USB cable may not function properly with your Hopper with Sling HD DVR.
- Do-it-yourself expansion kits and expandable storage racks may not be compatible.
- Dedicate the hard-disk drive for use only with your DVR system; do not use the drive for any other purposes, such as the backup and storage of computer files.

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To use the external hard-disk drive feature:

1 Purchase a USB 2.0 hard-disk drive from a consumer electronics retailer.

2 Connect the drive to one of the receiver's three USB ports, making sure to follow any connection instructions that came with the hard-disk drive.
Note: Currently, the receiver supports having one USB device connected at a time. If you have a second USB device such as a flash drive or other portable device connected to the receiver, you should disconnect it before connecting the external hard-disk drive.

3 If the hard-disk drive is compatible, you'll see a pop-up message screen confirming the device's connection and asking if you want to manage its contents. Select **Yes**.

4 Follow the on-screen prompts.

5 Once the external device is recognized, you'll see a pop-up message asking if you want to format the drive—formatting is necessary to store your recorded programs on the external hard-disk drive. Note that selecting **Yes** will cause *everything stored on the external hard-disk drive to be erased, the drive to be formatted for use with your receiver, and then the receiver to reboot*. You can use the **Manage Device** option to view and manage programs stored on the external hard drive. Use the **Send to Device** option to transfer programs from your receiver to the external hard-disk drive. Copy protection for certain content may apply. Visit the mydish.com/copyprotection website for more information.

6 Press the MENU button and then highlight and select the **Recordings Transfer** tile to transfer DVR content from your integrated DVR to your external hard-disk drive.

Note: Once it has been formatted for use with your DISH equipment, an external hard-disk drive may not be connected to or used by any non-DISH equipment.

USING CALLER ID

Caller ID displays on your TV if you subscribe to Caller ID from your local phone company. To use this feature, make sure you have a phone line connected to the receiver, Caller ID is enabled on your phone line, and that the Caller ID option is selected on your receiver.

Setting Up Caller ID Display

Use these instructions to enable or disable the Caller ID feature on your receiver:

1 Press the MENU button, highlight and select the **Settings** tile from the Main Menu screen.

2 Highlight and select **Network Setup**, and then **Caller ID**.

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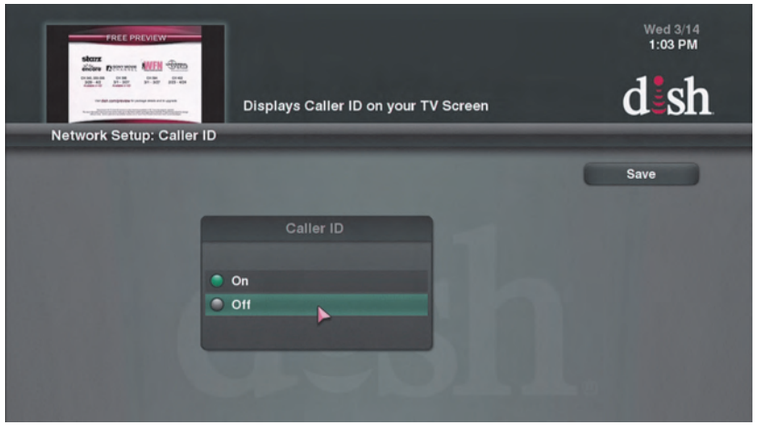
3 Select Enable or Disable for this feature, then select the option to **Save**..

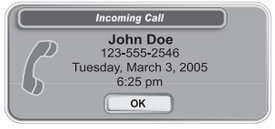


Caller ID Screens

When you receive a call, you will see a Caller ID pop-up screen.

You can select **OK** to eliminate the message. If you do nothing, then the message will disappear after about 20 seconds.

If you are using a menu screen when a call comes in, then you will see a different Caller ID pop-up screen. You can select **OK** to eliminate the message.



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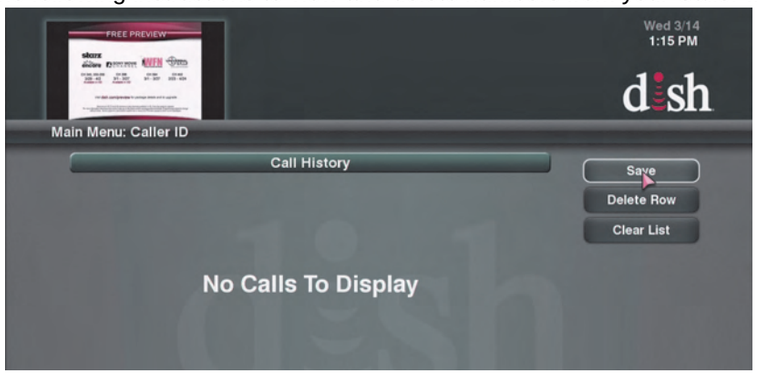
Using Caller ID History

Use the following instructions to view and delete numbers from your Caller ID History.



1. Press the MENU button on your remote control or receiver front panel.
2. Scroll down to highlight the **Caller ID History** tile and then press the SELECT button.
3. From the Caller ID History screen, you can view Call History entries, highlight and delete a row for an entry, or clear the entire list of entries.
4. Press **Save** when you are finished.

Customizing the Guide and Channel Lists

You can set up the on-screen Program Guide to list channels in Descending order, with the highest channel number displayed at the bottom of the TV screen, or in Ascending order, with the highest channel number displayed at the top of the screen. The default for this setting is to list channels in descending order.

To modify your Guide display settings, do the following:

1. Press the MENU button, highlight and select the **Settings** tile on the Main Menu screen.
2. Highlight and select **Guide Settings**, and then **Format Guide**.
3. Change the Channel Order and Preference, as needed, and then select the **Save** option.

   You can also set the Multi-Channel Recall and EPG Banner features on this screen.

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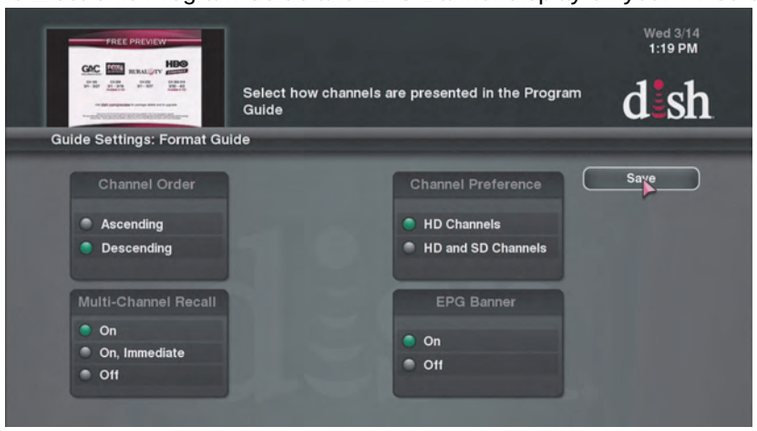
Changing the Guide Display

The receiver comes ready to display the Program Guide. However, you can change the way the Electronic Program Guide and EPG Banner display on your TV screen.



CHANGING LANGUAGES

You may be able to change the language of some programs. Some programs, such as movies, indicate at the beginning whether an alternate language or descriptive video is available.

An alternate language applies only to the audio portion of specific programs or events and does not change the language used in the menus displayed by your receiver.

Descriptive video—not included on all channels or programs—is a feature for the visually impaired that describes what is happening on the screen during a program or event.

To adjust alternate audio settings, do the following:

1. Press MENU and highlight and select the **Settings** tile on the Main Menu screen.
2. Highlight and select **Audio**, then **Alternate Audio**.
3. Select the audio language you want from the list, and then select the option to **Save**.

USING CLOSED CAPTIONING

Your DISH receiver has many options for Closed Captioning (CC), which allows you to change the feature to suit your needs. Also, you can display captions when you play back programs recorded on the integrated Hopper with Sling HD DVR, even if you didn't have them turned on at the time the program or event was recorded.

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Note: Not all programming contains any CC information.

Press MENU, select the **Settings** tile, and then highlight and select **Closed Captioning**.

Choose from the lists the display options matching your preferences, then select **Save.**

- **Closed Captioning**: Turn the Closed Captioning (CC) service On or Off. The other options on this screen are enabled when On is selected.
- **Text Size**: Select a comfortable type size for the caption letters, or use the CC Provider's default choice.
- **Text Color**: Set the color of the caption letters from the list of eight color options, or use the CC Provider's default choice. Choose the color combinations that make the captioning easy for you to see.
- **Background Color**: Set the color of the caption background from the list of eight color options, or use the CC Provider's default choice. Choose the color combinations that make the captioning easy for you to see.
- **Background Opacity**: Choose from the default of the CC **Provider**, **Transparent** (see-through), **Translucent** (semi-see-through), and **Solid**.
- **Reset Defaults**: Select this option to reset all the closed-captioning options on your DISH receiver to their original default settings.

Using Audio Output

To access the Audio Output settings screen for your receiver, do the following:

1. Press the MENU button and select the **Settings** tile from the Main Menu screen.
2. Highlight and select the **Audio** tile, and then select **Audio Output**.
3. From this screen, you can select your external digital-audio signal decoder's capabilities (for example, if your audio equipment supports decoding Dolby® Digital soundtracks), as well as whether to enable the volume-leveling feature provided by SRS® TruVolume. TruVolume leveling helps prevent annoying volume fluctuations, such as loud commercials.

Chapter 11

Using Audio Output

Dolby Digital gives you the capability to enjoy a program's audio in surround sound. An external decoder is required to enjoy this feature. Refer to your decoder's user's guide.

Note: Not all programs or events contain a Dolby Digital sound track.

Your new receiver uses an optical port for outputting digital audio. The optical output can provide two audio data types: Dolby Digital and Linear PCM (only Dolby Digital can provide full 5.1-channel sound).

- **Dolby/PCM**: Select this option only if the stereo system or audio component can both decode Dolby Digital and also support Linear PCM digital audio signals.
- **PCM Only**: Select this option only if the stereo system or audio component cannot decode Dolby Digital audio signals.

The audio output is also dependent on what is present in the program you are watching. The table below shows what type of output you will hear:

	Signal Present in Program		
Optical Output Setting	**Dolby Digital**	**PCM**	**Both**
Dolby Digital Only	Dolby Digital	PCM	Dolby Digital
PCM Only	PCM (downmix)	PCM	PCM
Dolby Digital/PCM	Dolby Digital	PCM	Dolby Digital

Note: When both audio signals are present for a program or event, the receiver defaults to Dolby Digital output unless you have selected PCM Only.

Note: If you have selected Dolby Digital Only but there is only PCM audio in the program, you will hear nothing. This also applies to the analog-only left/right stereo audio outputs.

- **Line Mode**: When you use this setting, in comparison to RF Mode, the dynamic range is wider, which makes the music and loud noises louder, but voices quieter.
- **RF Mode**: When you use this setting, in comparison with Line Mode, the dynamic range is narrower, which makes music and loud noises quieter, but voices louder. Volume leveling using SRS® TruVolume can be enabled in this mode, and helps eliminate fluctuations in volume during commercials or across different channels.

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Resetting to Factory Defaults

You can reset the receiver to discard any changes you have made to receiver settings, except for remote-control addresses and locks. Resetting the receiver to factory default settings also discards all Favorite Lists except for the All Chan, All Sub, and All HD lists.

You cannot reset the receiver to default settings to discard or reset a password you have forgotten. No one but a DISH Customer Service Representative can reset the receiver to bypass a password-protected parental control setting or lock restriction.

1. Press the MENU button, select **System Setup**, and then **Factory Defaults**. The receiver displays a Warning message to confirm that you want to reset the receiver's preferences.
2. Select **Yes**.

Receiver Updates

Your receiver will turn itself off (that is, enter standby automatically) after a set period of inactivity. To change the length of or disable this period, do the following:

1. Press MENU, highlight and select the **Settings** tile, and then **Diagnostics**.
2. Select **Updates**, choose an inactivity period from the list, and then select **Save**.

Your receiver also comes scheduled to update its Electronic Program Guide (EPG) information at 1:00 a.m. every day. This feature is enabled so that your DVR event data and Seek & Record™ timers remain current as programming schedules change.

Note: This feature does not interfere with any scheduled event timers.

Tips

- To take full advantage of Dolby Digital 5.1 surround sound, you need a digital optical audio cable and audio equipment that supports this feature.
- To use the Caller ID feature on your Hopper with Sling HD DVR, be sure to have it connected to an active telephone line and have Caller ID service provided from your phone company.

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QUESTIONS

- **How can I see who has called me in the past?** Open your Caller ID History by pressing the MENU button, selecting **System Setup,** and then **Caller ID History**.
- **Why is my audio in another language?** An alternate language may have been selected. See the instructions on page 86 to change your preferred language.
- **How can I change the channel order in the Program Guide?** You can switch from ascending order (lowest numbered to highest) to descending order (highest numbered to lowest) or back again, by following the instructions on page 85.

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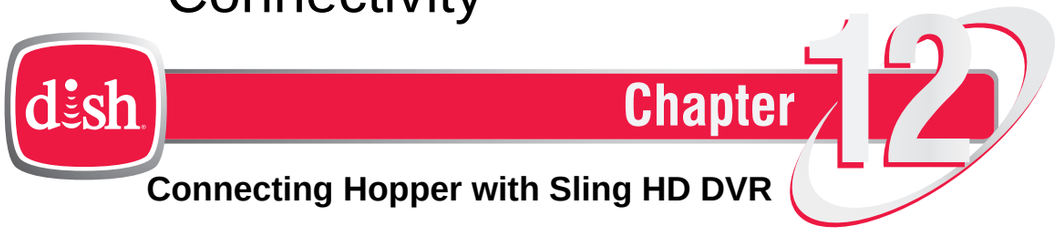
Connectivity



Connecting Hopper with Sling HD DVR

What you'll find in this chapter:

- CONNECTING THE HOPPER WITH SLING HD DVR
- CONNECTING THE JOEY RECEIVER(S)
- CONNECTING THE PHONE LINE
- CONNECTING TO BROADBAND INTERNET
- USING DISH ANYWHERE™
- USING TROUBLESHOOTING TOOLS

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CONNECTING THE HOPPER WITH SLING HD DVR

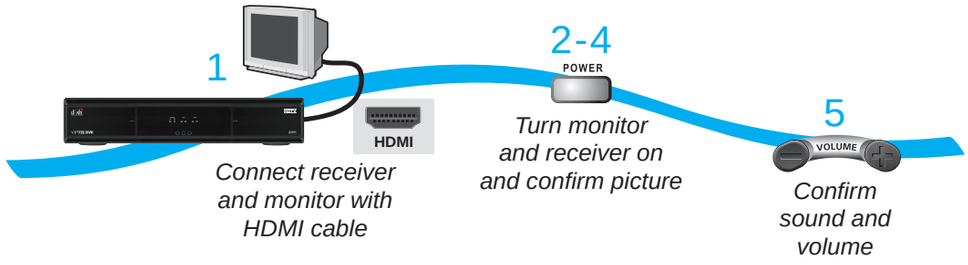
This section describes how to connect the output jacks on the back panel of your Hopper with Sling HD DVR or Joey Receiver to a nearby TV. Select one of the following methods.

Note: If you would like to put your receiver in a location, for example, inside a closet or cabinet, etc., be sure to test that the UHF-2G signals control the correct TV. If you need another remote control, contact your DISH retailer, or you can visit the www.mydish.com website, select Upgrades, then Products, and click on Remote & Accessories.

HDMI Connections

The **HDMI** connection provides high-quality audio and HD/SD video to your HDTV or HD monitor using one cable. If your HDTV or HD monitor has an HDMI connection available, this is the recommended connection to use for your Hopper with Sling HD DVR.

Note: Connecting your TV directly to the audio/video outputs of your DISH receiver with short cable(s) will assure a more vivid picture and enhance your viewing enjoyment.



1 Connect an HDMI cable between the **HDMI** connection on your DISH receiver and HDTV set or HD monitor.

2 Turn on your Hopper with Sling HD DVR or Joey Receiver and the connected TV/monitor using the front-panel buttons.

3 Confirm that you are getting a picture from the DISH receiver. Consult your HDTV user's guide if you need to change your HDTV to display the signal from the correct Digital Audio/Video input.

4 If you do not see a picture, see *No Picture on TV Connected to Hopper* on page 93.

Note: In most cases connecting the HDMI cable will provide plug-and-play control of the HDTV or monitor's display resolution and other settings. However, your HDTV set may require selecting a different format to display video from the receiver during its setup.

5 Turn up the volume on your HDTV and confirm you have sound. If you don't have sound, your system may require you to connect stereo audio (red and white) RCA-type cables between the receiver's analog audio outputs and your system's audio input connections.

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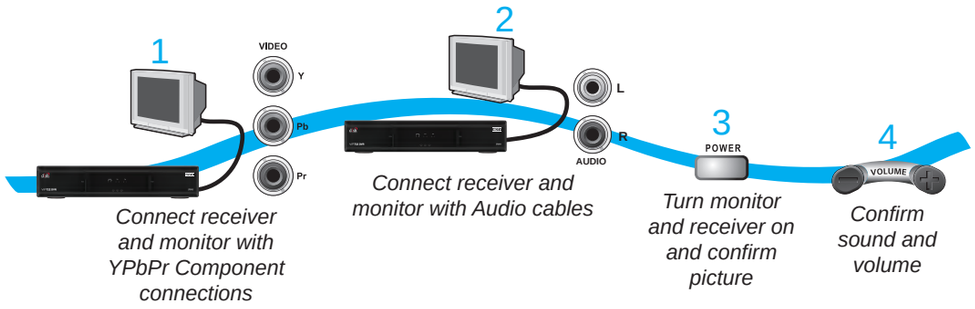
YPbPr Connections (Hopper only)

The **YPBPR** (component) connections provide high-quality video from your Hopper with Sling HD DVR to your HDTV or HD monitor. If an HDMI audio/video connection between your Hopper with Sling and its TV is unavailable, then you should use a component video cable with separate audio cables.



1 Connect between the **YPBPR** component video connections on the Hopper with Sling HD DVR and its TV using component (usually red/green/blue color) video cables.

2 Connect audio (red and white) RCA-type cables between the **AUDIO OUTPUTS** and audio input connections that go with the YPbPr connectors on your HDTV or monitor.

3 If you do not see a picture yet, change the resolution setting on the Hopper with Sling HD DVR. Use the steps below and *Setting Up to Display in HD* on *page 94*.

4 Turn up the volume on your HDTV and confirm that you hear sound. Check the audio cable connections if you don't hear sound.

No Picture on TV Connected to Hopper

This section will help you make a picture appear on the TV connected to the Hopper with Sling HD DVR or Joey Receiver, just in case you could not do so in the previous sections.

1 Connect the three RCA-type cable connections (yellow for video and red/white for audio) between the receiver outputs and the TV where your Hopper is located.

2 Make sure that both your DISH receiver and TV are turned on (not in standby or power-saving mode).

3 Make sure the TV where your DISH receiver is located is set to view the RCA-type audio/video inputs or source. Look on the back of your TV or consult your TV user's guide for more information on selecting the right input/source.

4 Change the DISH receiver's HDTV settings, if needed, as described on page 94.

5 Switch the TV where the Hopper with Sling HD DVR is located to display from the HD inputs (HDMI or component video) that you selected in the previous sections. If you have a picture on this TV, then you are finished.

6 Repeat steps 4 and 5 until the TV displays a video image from your Hopper with Sling.

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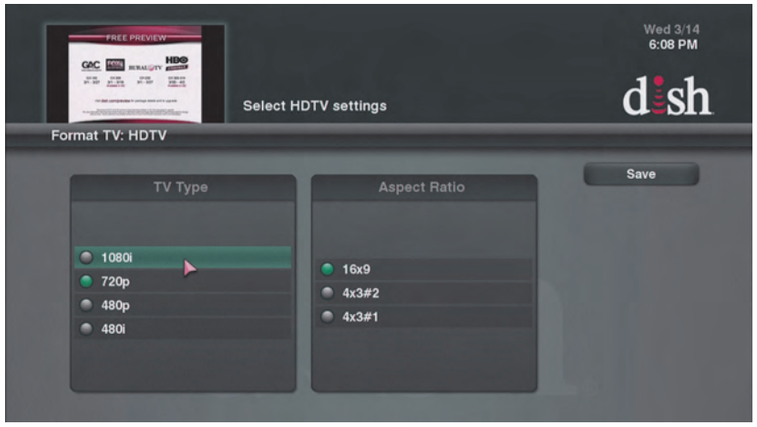
Setting Up to Display in HD

Once your receiver has been activated with qualifying DISH programming, you will be able to receive high-definition programs to watch. Use the following steps to select the desired HDTV format to display these programs on your TV.



1. Consult your HDTV user's guide for the best HD-format resolution that the TV supports (typically, this is either 1080i/1080p or 720p).

   Note: If you choose to view an On Demand event in 1080p, the receiver performs a brief video test to determine your HDTV's compatibility with that higher resolution.

2. Press the MENU button, select the **Settings** tile, then select **Format TV**, and then **HDTV.**

3. Select the **TV Type** that matches the high-definition resolution that your TV supports.

4. Also from this screen, you can select the **Aspect Ratio** option best suited to your TV:

   - **16x9** is the typical setting for a wide-screen HDTV display.
   - **4x3 #1** is the setting to use on a standard 4x3 TV which uses vertical compression. When viewing a 16x9 program on such a TV, it automatically displays the picture in letterbox format (with black bars across the top and bottom of the screen), to preserve the correct horizontal and vertical proportions of the wide-screen HD image.
   - **4x3 #2** is the setting to use on a standard 4x3 TV which does *not* use internal vertical compression. When viewing a 16x9 program on such a TV, black bars at the top and bottom will *not* be displayed, and a wide-screen HD image will appear tall and skinny.

5. When you are finished, highlight and select the **Save** option.

6. If required, set up your HDTV to display in the best format. If you are connected using an HDMI cable, some HDTVs will automatically adjust the resolution setting to the receiver.

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CONNECTING THE JOEY RECEIVER(S)

This section describes how to connect the receiver's **HOME VIDEO NETWORK** connection to one or more remote TV(s) located in other room(s) away from the Hopper with Sling HD DVR. You can use these instructions to connect TVs in your whole home to see live and recorded programming from the system. This installation uses your in-home coaxial cable system. If your home does not have built-in cabling, it will be necessary to run these cables from the Hopper with Sling HD DVR to each Joey Receiver conected to a remote TV. Due to the potential complexity of the system, you should have it professionally installed. Call the DISH Customer Service Center at 1-800-333-DISH (3474) for more information.

If you need another remote control, be sure to order the replacement remote-control kit for the Hopper with Sling HD DVR and Joey Receivers that uses UHF-2G signals. Call your DISH retailer, or visit the www.mydish.com website, select Upgrades, then Products, and click on Remote & Accessories.

1. Connect the **HOME VIDEO NETWORK** output jack on the back panel of the Hopper with Sling HD DVR to an existing wall cable outlet using a coaxial cable.
2. Connect the Joey Receiver(s) in other room(s) to existing wall cable outlet(s) using coaxial cable(s).
3. Connect each room's Joey Receiver(s) output jack to an audio/video input of the TV.
   - If it is a high-definition TV or monitor and an HDMI connection is available on the remote TV, use a single HDMI cable from the output on the back of the Joey Receiver to provide both high-quality audio and HD/SD video. See page 92.
   - If it is a standard-definition TV or an HDMI connection is not available on any remote TV, use composite (yellow) video and (red/white) audio cables from the outputs on the back of the Joey Receiver. See page 93.
4. Turn on every remote TV and Joey Receiver connected to the in-home cabling system. If you have not already done so, you should pair a remote control to each Joey Receiver.
5. Follow the on-screen prompts or included instructions for linking each Joey Receiver to your Hopper with Sling HD DVR. (The Hopper with Sling system is the host equipment for DISH Whole-Home DVR services.)
6. Confirm that you see a picture from your Joey Receiver(s) on your remote TV(s).
   - If your picture looks good, then you are finished with this procedure.
   - If your TVs do not display a picture or if the picture is not as clear as you would like it to be, repeat the steps to confirm all the connections. All coaxial connections should be hand-tightened.

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CONNECTING THE PHONE LINE

You must keep the receiver attached to an active phone line (or broadband Internet connection) to order Pay-Per-View programs or events, access all the DISH Interactive features, or use other DISH services with your remote control.

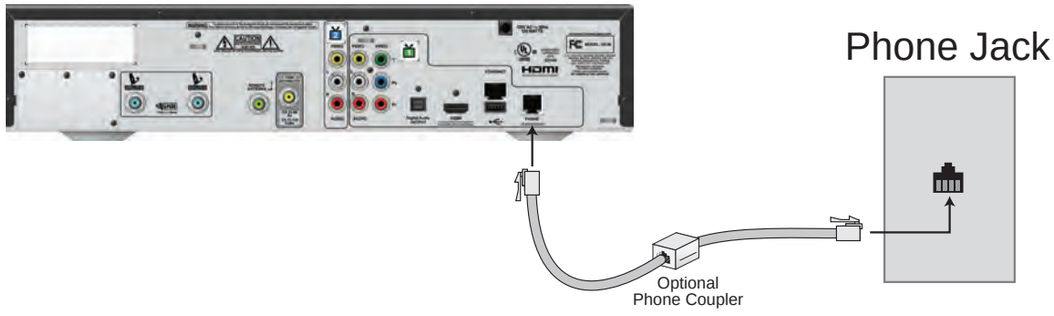
Note: You may be able to use a wireless modem jack. However, this may not support all the features of your receiver, such as Caller ID. Visit the www.mydish.com website for more information about compatible wireless modem products.

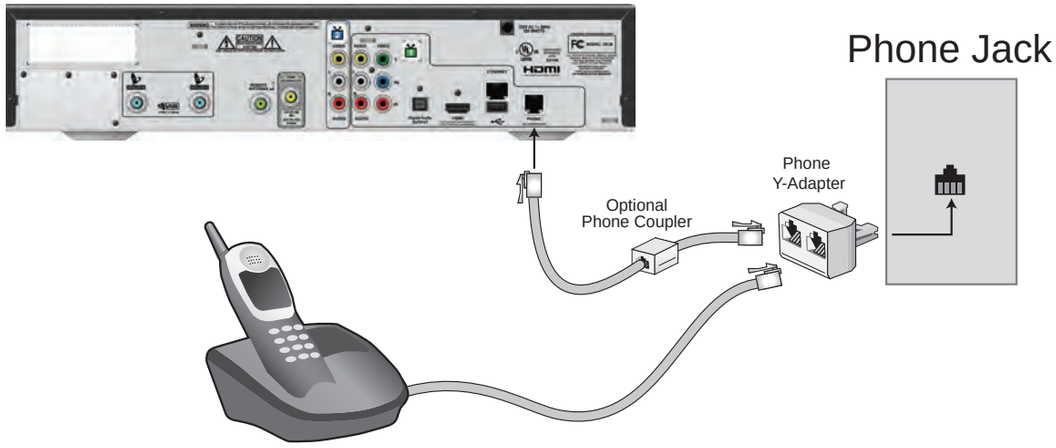
Note: If you have a Digital Subscriber Line (DSL), then you may have to install a DSL filter between the Hopper with Sling back panel's **PHONE JACK** and the telephone wall jack to successfully connect with DISH. You can obtain a filter from your DSL provider.

Phone Line Connection

Run a telephone cable with a standard RJ-11 connector from the Hopper with Sling back panel's **PHONE JACK** to an active telephone wall-jack connection, as shown below.

Note: *NEVER* attempt to connect a telephone cord to an Ethernet connection. (Images may vary.)





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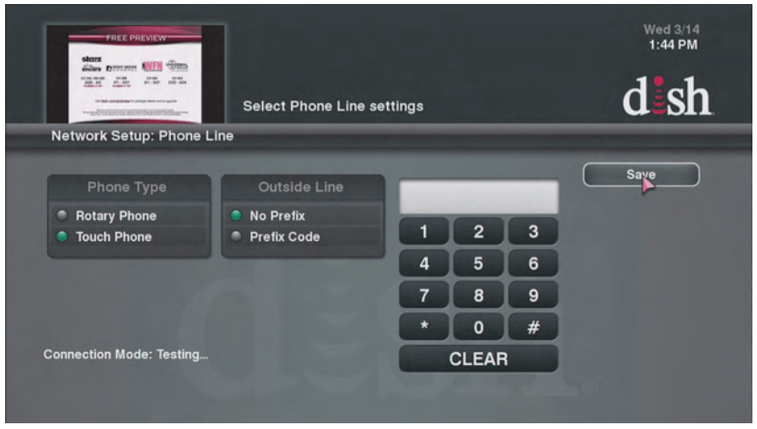
Phone System Setup

You must set up the Hopper with Sling for your phone system (touch-tone or rotary-phone dialing), and set a telephone number prefix, if you need a prefix to dial an outside call.

Note: A prefix is different than an area code, which is required for all 10-digit dialing.



1. Press the MENU button, select the **Settings** tile, **Network Setup**, and then **Phone Line**.
2. Select the **Touch Phone** or the **Rotary Phone** option under **Phone Type**.
3. Select either the **No Prefix** or the **Prefix Code** option under **Outside Line**.

   Note: Usually, you need a telephone number prefix only for business phone installations. For most residential installations, all you need to do is set the telephone system type. The default setting of No Prefix will allow correct dialing. If this is the case, select the **Save** option to save the above settings, and stop here. If you know that you need to set a prefix, then instead of selecting the **Save** option, skip to step 5.
4. If you selected **No Prefix**, then select **Save**.
5. If you selected **Prefix Code**, the receiver highlights the box where you must enter the exact sequence used when dialing via an outside line. Use the on-screen number pad.
6. If you haven't done so already, now select the option to **Save**.

Connecting to Broadband Internet

If you have broadband (high-speed) Internet access at home, connect your Whole-Home DVR system to your home network. You can use this connection to order all PPV/VOD programming using your remote control if you are not able to connect a phone line. It also provides access to additional content not usually available through your DISH package.

Refer to the www.mydish.com/getconnected website to view more detailed information and instructions for completing this type of connection.

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Options for Your Home Network Connection

There are several methods available for connecting your Hopper with Sling HD DVR system to you home network with broadband Internet access. (Normally, an authorized DISH technician or retail installer will connect your system to your high-speed Internet service.) Some of the connectivity options include:

- Wi-Fi is built in to your Hopper with Sling HD DVR system, so it is able to connect wirelessly without other external equipment.

a Press the MENU button, highlight and select the **Settings** tile from the Main Menu, then **Network Setup**, and then **Broadband**. Current network status is displayed here.

b To establish a wireless connection to your network using internal Wi-Fi, choose Wireless from the drop-down menu of options. If you are setting up internal Wi-Fi for this Hopper with Sling HD DVR for the first time, highlight and select the Wireless Setup option and then follow the on-screen instructions.

- Using an Ethernet cable plugged in to one of the two LAN ports on the back panel of your Hopper with Sling HD DVR.

a Press the MENU button, highlight and select the **Settings** tile from the Main Menu, then **Network Setup**, and then **Broadband**. Current network status is displayed here.

b To establish a wired connection to your network, choose Ethernet Top or Ethernet Bottom from the drop-down menu of options, depending on which back-panel network port you plugged your Ethernet cable into.

- An optional Power Line Broadband Connector Kit (sometimes called HomePlug-to-Ethernet Bridges) is available that allows multiple DISH receivers to connect to your broadband Internet service through device power cords and the electrical wiring already in your home. Visit the mydish.com/orderfromstore website to check on ordering this kit.

Check if Your Hopper with Sling HD DVR is Connected

To check your connection to broadband Internet service, do the following:

1 Press the MENU button, highlight and select the **Settings** tile from the Main Menu, then **Network Setup**, and then **Broadband**.

2 The current status of your Home Network Connection will be displayed.

To check your connection to an active telephone line, do the following:

1 Press the MENU button, highlight and select the **Settings** tile from the Main Menu, then **Network Setup**, and then **Phone Line**.

2 The current status of your phone-line connection will be displayed.

Note: If the Hopper with Sling HD DVR is connected, the linked Joey Receivers are too.

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USING DISH ANYWHERE

Only DISH Anywhere lets you access all of your live TV channels and everything saved to your DVR while on the go via your Internet-connected computer, smartphone or tablet. You can:

- Click once and you are watching your local news, live sports and favorite shows using your PC or a connected mobile device.
- Search for program information and schedule DVR recordings
- Manage all your favorite shows and series while away from home
- Instantly access and watch thousands of On Demand TV shows and movies, including select free content from certain networks in your programming subscription such as Starz and EPIX, as well as other titles for rent.

And all you need is a working broadband Internet connection to your Hopper with Sling HD DVR. And DISH Anywhere is included with your DISH service at no additional cost. For more information, go to the mydish.com/TVeverywhere website.

1. Connect your system to broadband Internet. See *Connecting to Broadband Internet* on page 97. You can verify your connection on the Broadband screen in **Network Settings**.
2. Log into the dishonline.com website on your computer, or download and install our free DISH Anywhere mobile app to use on your smartphone or tablet.
3. Enjoy watching your live TV and recordings from your DVR wherever you go!

Apps for Mobile Use

Several apps are available for use on your mobile devices to enhance your viewing experience. In addition to the free DISH Anywhere app described above, others include:

Hopper Transfers™—This free app for the iPad® allows you to sideload (transfer) select recorded content quickly and easily from your Hopper with Sling HD DVR to an iPad using your Home Network. After this quick transfer is complete, no internet connection or mobile data usage is required for playback and unlimited number of times on your iPad anywhere you go, and the these transferred recordings will never expire. You can ensure that mobile-optimized versions of recordings are set up automatically when you schedule DVR timers on your DISH system. A few minutes after the recording ends, you're ready to go!

DISH Explorer™—This free touchscreen-optimized app complements your programming with additional content and interactivity. You can easily discover what's worth watching in real time and tune in on your Hopper with Sling HD DVR. You can interact with a show through its live Twitter feed or get enhanced sports stats and excitement ratings from Thuuz™. You can engage and share with friends on Facebook, view social analytics to see what others are talking about, and know what's popular via viewer metrics. And you can completely control the playback of a show, using a familiar on-screen version of your DISH remote control.

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USING TROUBLESHOOTING TOOLS

Your receivers and remote control(s) have troubleshooting tools that a DISH Customer Service Representative may ask you to use if you should ever run into issues while using your equipment. Even though these tools are quite helpful, it is recommended that you only use them when directed to on the phone by a DISH Customer Service representative.

Running System Wizard

A Customer Service Representative will instruct you when to access and run this wizard.

1 Press and hold the System Wizard (NUMBER 0) button on your remote control until the SAT mode light blinks.

2 When the SAT mode light goes out, release the System Wizard button.

Note that the receiver may take several minutes to complete the data-sharing process.

Resetting Your Receiver

A Customer Service Representative will instruct you when you should reset the receiver.

1 Press the red RESET button behind the door on the front panel of the receiver.

2 The receiver's front-panel lights will blink and then the receiver will restart.

The receiver may take several minutes to restart, reacquire the satellite signals, complete any software downloads, and display a live video image again.

Receiver Tests

The Customer Service Representative may ask you to access the Diagnostics screen. Remember to have an active phone line or broadband Internet connected to your receiver.

1 Press the MENU button, select the **Settings** tile, then **Network Setup**, and then **Tests**. The Network Setup Tests screen contains various tests that a DISH Customer Service Representative may ask you to initiate for your receiver:

- **Test Connection**: Tests for a valid telephone connection to the Hopper with Sling.
- **Call Out**: If "No Dial Out Pending" is displayed, then the Hopper with Sling HD DVR does not need to have its smart-card records updated.
- **View Counters**: Shows you a list of diagnostic counters. Use the remote's PAGE UP and PAGE DOWN buttons to scroll through the list of counters displayed, if applicable.
- **Send Status**: Sends data about your system to DISH for analysis. This should be performed only if and when directed by a DISH Customer Service Representative.
- **HDMI**: Select an available HDMI connection analysis from the list and test data will be displayed on the right. Tests should be performed as directed by DISH instructions.

2 Select **Close**.

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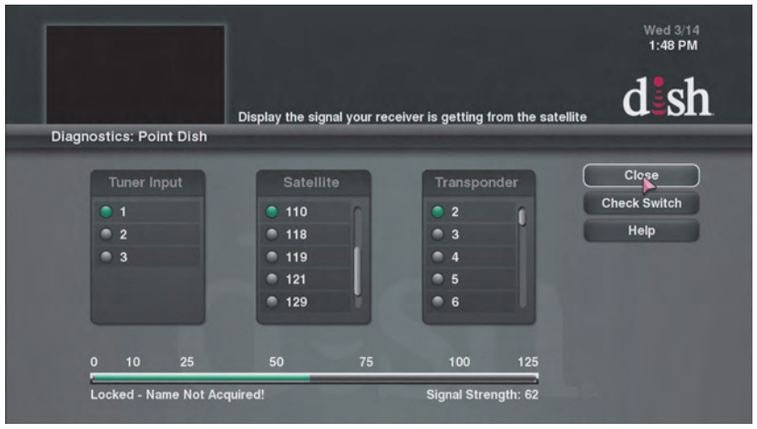
Point Dish and Check Switch

The Point Dish and Check Switch screens are often helpful when you call the Customer Service Center. You may be asked to display these screens when you contact DISH. Even though there are items that can be changed, only change them when specifically directed to do so when speaking to a DISH Customer Service Representative.

Warning: Running the Check Switch test while it is receiving low or no signal will result in incorrect satellite receiver settings and cause you to lose channels. Do not run a Check Switch test unless directed to do so when speaking to a Customer Service Representative or authorized DISH technician.

1 Press the MENU button, highlight and select the **Settings** tile on the Main Menu screen.

2 Highlight and select **Diagnostics**, and then **Point Dish**.



3 This screen shows you information to help maximize your satellite signal. The bar at the bottom of the screen indicates the signal strength. Green shows a good signal, yellow is a marginal signal, and red indicates the signal is not acceptable or is from the wrong satellite transponder or orbital location.

4 Do not run a Check Switch test unless directed to do so when speaking to a Customer Service Representative or authorized DISH technician.

Getting More Help

Other helpful resources are available to answer any questions you may still have:

- Access information about Hopper with Sling or Joey Receivers by pressing the MENU button on the remote control or front panel of your receiver and selecting the **Help** tile.
- For support information, visit the mydish.com/support website.
- For user-assistance materials and manuals, visit the mydish.com/manuals website.
- To chat live with DISH, visit the mydish.com/chat website.
- To call the DISH Customer Service Center, dial 1-800-333-DISH (3474).

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Notes

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Chapter 12

Using Troubleshooting Tools

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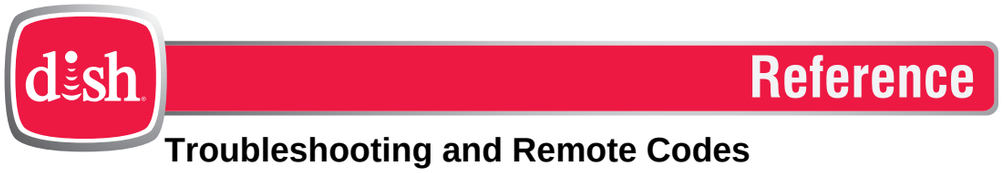
Reference



Troubleshooting and Remote Codes

What you'll find in this chapter:

- TROUBLESHOOTING TABLES
- REMOTE CONTROL DEVICE CODES

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TROUBLESHOOTING TABLES

Use these tables if you have problems using your DISH system. Look in this section for a description of the problem before calling the Customer Service Center. Some issues may be basic misunderstandings of how the system works, especially when one is just becoming familiar with it. To solve a particular problem, do the following:

1. Review the section in this Guide that relates to the problem.
2. If you cannot find a solution, then find the section in the following tables that relates to the problem.
   - Scan through the What's Happening column until you find the problem.
   - Read more information in the Possible Reason column.
   - Try each of the suggested solutions in the What to Do column.
3. Sometimes resetting the receiver can fix a minor problem. See *Resetting Your Receiver* on page 100.
4. Make sure your TV is tuned to the correct channel or input/source to view satellite TV programs.
5. Make sure your remote control has fresh batteries installed. If you see the Remote Battery Low warning on your TV screen, it's time to change the batteries. See the instructions on page 13.
6. Make sure that your receiver is connected to an active telephone line or home network with broadband Internet access. See more information and instructions on page 96 and page 97.
7. Check for anything that might be blocking the dish antenna's view of the sky, such as tree branches or accumulated snow.
8. For more information, call the DISH Customer Service Center at 1-800-333-DISH (3474), or visit the www.dish.com website, or www.mydish.com/support online for technical support information.

Note: Before contacting the DISH Customer Service Center, have ready the date of purchase and either your customer account number, or the receiver conditional access number and receiver model number. Press the SYS INFO button on your receiver's front panel to display the System Information screen and find these numbers (See *Ordering Your Programming Packages* on page 4). Also, write down any error messages that the receiver has displayed on your TV screen.

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Message Numbers

Message Number	Possible Reason	What to Do
001	There may be a problem with the multi-dish switch.	Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all the cable connections are tight (and dry, especially for outdoor cables). Call the DISH Customer Service Center at 1-800-333-DISH (3474) for help and, when directed, to run a Check Switch test as described on page 101. .
002	Heavy rain, snow, or thick cloud cover may be interfering with the transmission of the satellite signal, or there may be other interference.	• Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish itself. Make sure that the satellite dish has a clear line of sight to the satellite. Check whether tree branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the **Point Dish screen** as described on page 101. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	The wrong type or quality of coaxial cable may be used in the system, or the cable run length may be too long. There may also be a problem with the multi-dish switch.	• Make sure the system uses RG-6 coaxial cable; if not, call your DISH system dealer, technician, or installer. • Check the dish-to-receiver cable run length. If your system is DISH Pro, it can be as long as 200 feet. If it is a Legacy system, it should not be more than 100 feet. Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight (and dry, especially for outdoor cables). If this does not work, contact DISH Customer Service at 1-800-333-DISH (3474) for help and, when directed, to perform the Check Switch test described on page 101.
005	The receiver may not have received authorization for programming yet. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	• If you have authorized the receiver (added it to your account), wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight (and dry, for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar on the Point Dish screen is green and displays the word Locked, as described on page 101. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call DISH Customer Service Center at 1-800-333-DISH (3474).
006	An active telephone line or a broadband Internet connection may not be attached to your receiver.	You must connect each installed receiver to an active telephone line or to a home network with broadband Internet access.
011, 012	Viewers in specific areas are prohibited from watching certain programs. For example, viewers who live close to a particular football stadium may be prohibited from watching live football games that are played in that stadium.	Program and event providers specify which programs are blacked out for specific areas, and *not* DISH.
013, 014	You may have tried to tune to a program on a channel that you don't subscribe to.	• Before you can tune to a program on a channel, it must be part of your DISH package. Call DISH Customer Service Center at 1-800-333-DISH (3474) to add to your subscription, or if you believe this message was displayed on your screen by mistake. • If you already subscribe to the channel and you see these messages, then first try resetting the receiver (page 100).

Reference

Troubleshooting Tables

Message Number	Possible Reason	What to Do
015	You may have just plugged in the receiver and it is acquiring the satellite signal or the receiver may have temporarily lost the signal.	• Wait a few minutes to see if the message goes away. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 101. If not, contact your installer to re-aim the satellite dish.
018	The receiver may not be connected to an active telephone line or broadband Internet connection.	• You must connect the receiver to an active telephone line or broadband Internet service at all times. • Call the DISH Customer Service Center at 1-800-333-DISH (3474) for help checking the credit limit and/or to get authorization to make a purchase.
022	The receiver may not have received authorization for programming yet. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	• If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. • Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 101. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the DISH Customer Service Center at 1-800-333-DISH (3474).
028	The receiver may need to get new software before you can use it to order Pay-Per-View programs.	Turn the receiver off. Doing this allows the receiver to download new software via the satellite signal. The download may take several minutes; do not disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order Pay-Per-View programs.
059	You may have tried to close an installation menu without having done the Check Switch test.	If your setup includes a multi-dish switch, you must contact DISH Customer Service at 1-800-333-DISH (3474) for help and to run the Check Switch test as described on page 101.
060	You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the Point Dish screen.	• Make sure that you have selected the option for the right satellite on the Point Dish screen, as described on page 101. • Make sure that the cable(s) for the satellite you have selected is connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.
061	The receiver is downloading current software.	It is very important for the receiver to get the latest software to function properly. The download may take several minutes. Do not disturb or unplug the receiver during this time.
074	The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver "times out" and will not allow you to try again for several minutes.	Wait a few minutes and then try again to enter the password. **Note:** The "time out" feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and gains unauthorized access to the receiver.
078, 079, 080	You may not have connected the receiver to an active telephone line or broadband Internet connection, or the telephone line or Internet connection may be defective.	Connect the receiver to an active telephone line or broadband Internet service. Make sure that the telephone line or Internet service to which you connect the receiver is working properly. **Note:** To order Pay-Per-View programs, you must keep each receiver connected to an active telephone line or broadband Internet connection. The receiver uses the telephone line to make toll-free calls (when the phone is not in use) or the Internet connection to send purchase information to DISH.
093	You may have selected the Reset Factory Defaults option.	IIf you want to reset the receiver to its factory default settings, select **Yes**. If you do not want to reset factory defaults, select **No**.

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Changing Channels

What Is Happening	Possible Reason	What to Do
You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered.	• You may have made a mistake entering the channel number, or the channel number you entered may be invalid. If so, the channel displayed is the closest possible to the channel you entered. • If a Favorites List other than All Channels is applied, the receiver will skip channels that are not on the applied list.	• Carefully try entering again the channel number that you want. • Reset your receiver (page 100). • Press GUIDE on the remote control and change the Favorties List.
When changing channels, using the Program Guide, Browse, or other channel lists, some of your channels are not listed.	• If you entered the number for a channel that is not inlcuded in your DISH package, the receiver will change to the channel and display a message indicating it is not part of your subscription. • If a Favorites List other than All Channels is applied, the receiver will skip channels that are not on the applied list. • If you have set up the receiver to hide adult channels or to hide locked channels, these channels are not displayed in the Program Guide or other channel lists.	• If you want to add a channel to your DISH package, visit www.mydish.com/myaccount, select the **My Account** option from the receiver's main menu, or contact the DISH Customer Service Center at 1-800-333-DISH (3474). • Press the GUIDE button on the remote control, and press it again until it says All Channels at the top of the screen. • Change the Hide Adult or Hide Locked setting to include these channels in the Program Guide and other channel lists.

Remote Control

What Is Happening	Possible Reason	What to Do
You cannot find the remote control.	N/A	Press the LOCATE REMOTE button on the receiver front panel (the control buttons are behind the left panel door of the Hopper with Sling HD DVR). If it is within range of the receiver and the batteries are not dead, the remote control will emit a series of tones to help you find it. If the remote control is permanently lost or too damaged to use, you may order a replacement by visiting mydish.com online, logging in to your account, and selecting Remotes & Accessories under Upgrade Products.
When you press a button on the remote control, the receiver does not do what you expect.	• The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead. • The remote control may be in the wrong mode.	• If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly. • Press the mode button for the device you want to control.

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Troubleshooting Tables

What Is Happening	Possible Reason	What to Do
Your UHF Pro remote control does not work well from far away.	You may be experiencing UHF interference from objects near your receiver antenna.	• Make sure the remote control antenna is connected to the **REMOTE ANTENNA** port on the receiver's back panel. • Make sure the remote control antenna is not touching any other equipment or any back panel connections on your receiver. Provide space above the receiver so the antenna can be installed straight up. • Place the receiver higher than the other equipment in your entertainment center. • Move the antenna away from the back of the entertainment center wiring and other electronics using a short piece of coaxial cable (3 to 5 feet). • Connect an F-connector attenuator between the back panel **REMOTE ANTENNA** port on the Hopper with Sling HD DVR and the remote-control antenna. Refer to page 14.
When you press the remote control POWER button to turn the receiver on, the receiver front panel power light does not light up.	• The remote control may be in the wrong mode. • Other lights are too bright. • Remote control is not operating properly or the batteries are weak or dead. • The receiver power cord is not plugged into a power outlet, or there may be a problem with the power. • You may be using the wrong remote control for the menus you are trying to operate.	• Press the mode button for the device you want to control. • Try other remote control buttons to see if the receiver is responding. • Replace the remote batteries with fresh ones. • Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet. • Make sure you are using the correct remote control to control your TV and receiver menus.

Program Guide or the Browse Banner

What Is Happening	Possible Reason	What to Do
In the Program Guide, some channels have a red background.	Red means that you have not subscribed to that channel. You must subscribe to a channel before you can tune the receiver to it.	• If you want to subscribe to a new channel or channels, go to mydish.com/myaccount, select the **My Account** tile from the receiver's Main Menu screen, or call the DISH Customer Service Center at 1-800-333-DISH (3474). • Reset the receiver (page 100).
You try to display future programs in the Program Guide or Browse Banner, but you cannot.	The Program Guide and Browse Banner can display the scheduled programming for up to nine days.	Try displaying the Program Guide again later. By that time, it may show programs for the time and date you want.
You try to display programs that have ended in the Program Guide or Browse Banner, but find you cannot.	The Program Guide and Browse Banner can display only programs that have not yet ended. These features cannot display a time earlier than the present.	Contact the program providers (for example, the channel or network affiliate that broadcast the program) for details on past programs.

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What Is Happening	Possible Reason	What to Do
When you are using the Program Guide or Browse Banner, some channels are missing.	• You may have applied a Favorites List other than the list named All Chan.	• You can change the applied Favorites List while using the Program Guide by pressing the remote control GUIDE button. You can choose another custom Favorites List, the All Chan list, which includes all the channels, the All Sub list, which includes all subscribed channels, and the All HD list, which includes all subscribed HD channels.
	• You may have set up the Program Guide so that when the receiver is locked, the Guide hides adult channels	• Unlock the receiver for the Program Guide to display adult channels.

Watching a Program

What Is Happening	Possible Reason	What to Do
The TV Viewing Status screen is displayed when you turn on the TV (and you didn't press the red button).	• All three tuners are currently in use across your Whole-Home HD DVR system.	• From this screen, you can choose to join one of the live TV programs being viewed on another TV, play back a DVR recording of a PrimeTime Anytime™ or other program, or view an On Demand program or event.
The receiver's front panel power light is on, but the TV image is black, blue, or snowy.	• The TV set may not be working properly. • The TV may be connected to the wrong input. • If the TV and the receiver are working properly, there may be interference with the satellite signal.	• Verify the TV is set to the correct input or channel for your setup. • Make sure that the TV set is plugged into a working electrical outlet. • Make sure that the TV is turned on. • Make sure that the TV is connected properly to the receiver. • Make sure that the TV's text mode and Closed Captioning features are turned off. • Make sure that the TV brightness and contrast are adjusted correctly.
The TV image has pixels (small squares), is freezing, or you have intermittent black screens.	Your receiver may be experiencing signal loss due to something blocking your dish's view of the sky, the dish being mis-aligned, or weather.	• Make sure that the satellite dish has a clear line of sight to the satellite. • Check whether branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen, as described on page 101. Consult your DISH installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength. • Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Remove any snow or other debris which may have collected on the satellite dish.
The receiver's front panel power light is on, and there is a picture on the TV screen, but the picture: • has sparkles or is grainy • has a herringbone pattern • lacks color or vertical hold • wobbles • looks "washed out" or fuzzy.	• If the receiver is connected to the remote TV using the RF or VHF connections, there may be a strong local broadcast on the same channel, or a channel adjacent to the one to which the TV is tuned.	• Make sure that the TV is connected properly to the receiver.
	• The TV set may not be working properly.	• Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly.

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What Is Happening	Possible Reason	What to Do
	• There may be interference from other nearby electrical devices (such as radio towers, cellular telephones, computers, microwave ovens, radios, stereos, or TVs).	• Check other nearby electrical devices as possible sources of interference. • Check that all required coaxial cables are in place. • Check for moisture or water leaking into all connections. Dry them out if needed, then seal them with coaxial cable sealant. • Check the length of cable between your dish and receiver. If it is greater than 200 feet, contact the person who installed your system. • Make sure the system is properly grounded.
A “black box” fills almost all of the TV screen.	You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode.	Using the TV remote control and/or menus displayed by the TV (not the receiver remote control or the menus displayed by the receiver), turn off the Closed Caption feature.
The TV screen is all blue.	You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver.	• Check your TV owner’s manual for the correct TV input to use for the signal output from the receiver (1080i or 720p for HD).

Favorites Lists

What Is Happening	Possible Reason	What to Do
You press the remote GUIDE button while the Program Guide is displayed. You find that you can apply only the lists for My Channels, My HD Channels or All Channels.	If you have not added channels to any custom Favorites List, you will be able to apply only the My Channels, My HD Channels or All Channels lists.	You must add channels to a custom Favorites List before you can apply it.
You try to apply an empty Favorites List. The receiver displays an ERROR message.	The receiver will not allow you to apply an empty list.	Choose another list to apply, or add at least one channel to the empty list.
A Favorites List does not show channels that you know you have added to it.	If you have set the receiver to hide adult channels or hide locked channels, these channels are not included in the Program Guide or other channel lists.	Change the Hide Adult or Hide Locked setting on your receiver if you do not want these channels excluded from the Program Guide or other channel lists. Refer to page 53.

Timers

What Is Happening	Possible Reason	What to Do
You disabled the PrimeTime Anytime™ feature, but you notice that a tuner is still recording during prime time.	Enabling or disabling the PrimeTime Anytime™ feature must be completed at least 20 minutes before prime-time hours begin. Otherwise, the change will not apply until the next day.	Make sure you make any changes to the PrimeTime Anytime feature at least 20 minutes before the prime-time hours begin. See “Using PrimeTime Anytime™ and AutoHop™” on page 66.
You try to set up an event timer and the receiver displays a message noting that the program is locked.	You must enter the password before you can create an event timer for a locked program.	To create an event timer for the program, first enter the password.

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What Is Happening	Possible Reason	What to Do
You try to set up an event timer and the receiver displays a message noting that the program is a Pay-Per-View event.	You must order a Pay-Per-View event before you can create an event timer for it.	To create an event timer for the event, first order it.
You try to set up an event timer, but the receiver displays an Error message giving you the option to delete an event timer that was set up earlier.	You already have set up the maximum number of event timers.	To create a new event timer, delete one of the event timers you set up earlier.
You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.	You may have set up a Reminder, but what you should have set up is an Auto-Tune or a DVR timer.	Remember that a Reminder just reminds you that the program is about to start. An Auto-Tune timer reminds you and tunes the receiver to the program. A DVR timer reminds you, tunes the receiver, and records the program to the receiver's hard drive. A DVR timer can operate only if the receiver memory has enough space.
You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.	• You may have set up a timer with an incorrect frequency. • You may have set up a duplicate timer. • The timer may not be current.	Remember that a Once event timer operates just one time. A Mon.-Fri. event timer operates Monday through Friday on the same channel at the same time. A Daily event timer does the same, Monday through Sunday. A Weekly event timer operates once a week on the same channel at the same time. All Episodes timers will record all episodes of that program, while New Episodes timers will record only the current season. Seek & Record™ timers record all programs matching your search term. See *Reasons Why Timers are Skipped* on page 70.
You set up an event timer, but the timer does not operate at all.	• You may have several timers set up for the same time and the event timer you set is at a lower priority than others. • You may have selected New Episodes and the timer you set was for an episode that is not new.	• Check the Priorities as described on page 68. • Check the Timer Frequency as described on page 68. • See *Reasons Why Timers are Skipped* on page 70.
You set up a Seek & Record™ timer and you notice that you have no space left on your My Recordings.	The Seek & Record™ timer may have included more matching programs than what you expected.	Delete that Seek & Record™ timer and begin again. See page 71.
You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing.	Stopping the event timer applies only to the current showing of the program.	To stop all operations of a repeated event timer, you must delete the event timer. **Note**: The receiver deletes a Once event timer when it operates.
The receiver does not display the program name for a manual event timer.	The receiver may not be able to display a program name for a manual event timer.	Use the Program Guide or a printed schedule to find the program name.
You set an event timer. The event timer misses the beginning or the end of a program.	The program may have started a little earlier than scheduled, or it may have run over its scheduled ending time.	• Use the Start Early & End Late options, except for a Pay-Per-View event. • Use a manual event timer to start any event timer at the times you set yourself, except for a Pay-Per-View event.

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Hearing a Program

What Is Happening	Possible Reason	What to Do
The receiver's front panel power light is on and there is a good picture on the TV set, but you do not hear any sound.	• You may have muted the sound, or set the volume so low that you cannot hear it. • The audio connections may not be properly connected. • You have selected Dolby Digital Only when there is no Dolby Digital soundtrack.	• Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required. • Check the audio connectors and cables from the receiver to the TV or the sound system. • Check the TV speakers or the sound system. • In the Dolby Digital menu, select **Dolby Digital/ PCM** for the audio output. If your decoder/ amplifier will not accept Linear PCM digital input, use the analog connections instead.
You hear a foreign language with a program.	You may have set the receiver to select an alternate audio language. The program may be in a foreign language.	Press the MENU button on your remote. From the Main Menu, select **Preferences**, then **Alternate Audio**, and choose the language that you prefer.

Caller ID

What Is Happening	Possible Reason	What to Do
Caller ID is not working.	• You do not have Caller ID service from your local phone company. • Your phone line is not connected to the phone jack on the back of the receiver. • You do not have the Caller ID option enabled.	• Verify that Caller ID is a service provided by your local phone company and you subscribe to it. • Verify that you have connected the phone line to the phone jack on the back of the receiver. • Press the MENU button on your remote. From the Main Menu, select **Settings**, then **Network Setup**, and then **Caller ID**. Select the **Enable** option and then **Save**.

Telephone for Voice/Data/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear "clicks."	The receiver may have tried to send Pay-Per-View purchase information to DISH using your phone line. When the receiver found that the telephone was busy, it automatically disconnected.	You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy.
You pick up the telephone to make a call, but you do not hear a dial tone.	The receiver was sending Pay-Per-View purchase information to DISH using your phone line. When the receiver found that the telephone was busy, it automatically disconnected.	Hang up, and then pick up the telephone again to get a dial tone.

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What Is Happening	Possible Reason	What to Do
Your computer or FAX machine tries to send a FAX or modem transmission, but fails.	The receiver was sending Pay-Per-View purchase information to DISH using your phone line. When the receiver found that the telephone was busy, it automatically disconnected. The fax or modem found that there was no dial tone, and cancelled the transmission.	Re-send the FAX or modem transmission.
Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.	The receiver may have tried to send Pay-Per-View purchase information to DISH using your phone line during the fax or modem call. When the receiver found that the telephone was busy, it automatically disconnected. This generated “clicks” that caused an error in the FAX or modem transmission.	Have the sender resend the FAX or modem transmission.

Locks

What Is Happening	Possible Reason	What to Do
You set a lock (for example, a lock on programs by ratings), but the lock does not take effect.	You may not have locked the receiver.	You must lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	You may not have written down the password.	Call the Customer Service Center at 1-800-333-DISH (3474).You must be able to verify your account information with the customer service representative.

Buying a Pay-Per-View Program

What Is Happening	Possible Reason	What to Do
Someone orders a Pay-Per-View program without your permission.	You may have been away from the receiver, and someone else used it.	Lock the purchase of Pay-Per-View programs. Remember that you are responsible for all Pay-Per-View purchases, whether or not you authorize such purchases. If you lock Pay-Per-View purchases, then anyone who wants to order a Pay-Per-View program must enter the password.
You find that you are not able to order a Pay-Per-View program.	The receiver may not be connected to an active telephone line or broadband Internet connection.	Connect each receiver to a phone line or a broadband Internet connection for Pay-Per-View ordering using the remote control.
You find that you are not able to cancel a Pay-Per-View program.	You ordered a Pay-Per-View program, and then decided not to watch it.	You cannot cancel an order for a Pay-Per-View program, whether it was just ordered or ordered earlier.
Your setup includes more than one receiver. You order a Pay-Per-View program, but it does not appear on all of the receivers.	You ordered a Pay-Per-View program, and want it to be available on all the receivers in your setup.	If you want to watch a Pay-Per-View program on TVs connected on each receiver, you must order the program for each receiver but you only pay for the program once.

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Menus

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	You may not have done anything with the remote control or front panel buttons for several minutes.	The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver. Start over again.

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REMOTE CONTROL DEVICE CODES

The Hopper with Sling HD DVR has manufacturer codes for programming the remote to control your TV, VCR, Blu-ray Disc™ or DVD player, or audio device. Every attempt is made to include all codes. If your device brand is not listed or if its codes do not work, the remote may not control your device. In some cases, codes may operate some but not all the buttons shown in this guide.

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Remote Control Device Codes

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Appendix

What you'll find in this chapter:

- LIMITED WARRANTY
- RESIDENTIAL CUSTOMER AGREEMENT
- FCC COMPLIANCE

Appendix

LIMITED WARRANTY

⚠ This Limited Warranty is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service! Any items returned without a copy of the Proof of Purchase will be considered out of warranty.

What the Warranty Covers

This warranty extends only to the original user of the equipment and is limited to the purchase price of each part. EchoStar Technologies Corporation and its affiliated companies (“EchoStar”) warrant this system against defects in materials or workmanship as follows:

- **Labor**: For a period of one (1) year from the original date of purchase, if EchoStar determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. EchoStar warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.
- **Parts**: For a period of one (1) year from the original date of purchase, EchoStar will supply, at no charge, new or re-manufactured parts in exchange for parts determined to be defective subject to the limitations of this warranty. EchoStar warrants any such replacement parts against defects in materials or workmanship for the remaining part of the original warranty period. **Note**: “Parts” means items included in this package, which may include the satellite dish assembly, receiver, LNBF, remote control, or dish mounting hardware. It does not include other parts purchased separately.

What the Warranty Does Not Cover

- This warranty does not cover installation of the system. If applicable, such installation will be warranted under a separate installation agreement.
- This warranty does not cover consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.
- This warranty does not cover cosmetic damage, damage due to lightning, electrical or telephone line surges, battery leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration by other than authorized factory service, use of accessories not recommended by the receiver manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.
- This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated outside the continental United States of America.

Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. ECHOSTAR SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. UNDER NO CIRCUMSTANCES SHALL ECHOSTAR'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. ECHOSTAR RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF ECHOSTAR DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

If You Need Assistance

1. Call the DISH Customer Service Center at 1-800-333-DISH (3474). Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the System Info menu to find these numbers.

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2 A Customer Service Representative will assist you.

3 If the Representative determines you should return any equipment, you will be directed to call a Return Authorization representative. Before shipping any equipment, you must talk to a Return Authorization representative and must obtain a Return Authorization (RA) number.

4 You will be given the appropriate address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment. For faster service, see the Advance Exchange Program below.

5 Returned equipment must be packaged properly, using either the original shipping materials or the packaging in which the replacement equipment is shipped. Include a copy of the Bill of Sale. Any items returned without a copy of the Proof of Purchase will be considered out of warranty. Follow the instructions given to you by the Customer Service Representative.

6 Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the equipment. To avoid confusion and misunderstandings, shipments without an RA number clearly visible on the outside of the box will be returned to you at your expense.

DISH Network's Exchange Programs

DISH Network offers two options if you need to replace your satellite receiver equipment or its accessories.

Advance Exchange Program

The Advance Exchange Program allows you to have replacement equipment shipped immediately to you (depending upon where you live, it could take three to five business days). Along with replacement equipment, you will receive a prepaid shipping label and instructions on how to return the defective equipment. The shipping charge, for receiving replacement equipment and returning the defective equipment, is a one-time fee based on EchoStar's competitive bulk shipping rates (additional charges may apply outside of the continental US). This fee will be charged to your billing account or your valid credit card. If you do not ship the defective equipment to EchoStar within ten days after receiving the replacement, your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment after ten days, you will receive a full refund less an administrative fee.

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, billing account or credit card will be charged the market price of the replacement.

Post Receipt Exchange Program

You may choose to ship the equipment to us at your cost. To provide faster service, upon receipt of your equipment you will be shipped a replacement. Your original equipment will not be available for return.

The equipment you return will be checked to verify whether it is covered under this warranty. If the defective equipment is covered under this warranty, it will be replaced and shipped back to you at no additional cost (additional charges may apply outside of the continental US).

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

Accessory Warranty

An accessory is any DISH Network branded equipment, displaying the DISH Network logo, excluding the receiver, cables and hookups, and non-mechanical components. A one-year warranty becomes effective upon the activation of the DISH system or date of purchase, if bought separately. A proof of purchase is required to verify the purchase date. If an accessory has an expired warranty, no exchange will be issued. You may purchase replacement accessories from DISH Network or your local retailer.

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RESIDENTIAL CUSTOMER AGREEMENT

Thank you for choosing DISH Network®.

To view this Residential Customer Agreement in Spanish, please visit dish.com or call us at 800-333-DISH (3474) and we will send you a copy. *Para ver este acuerdo en español por favor visite dish.com o llame all 1-800-333-DISH (3474) y le enviaremos una copia*.

DISH Network is happy to answer any questions you may have (including questions regarding billing, installation, equipment and service) and to provide you with technical and other customer support. You may contact us 24 hours a day, any day of the year:

Phone: 800-333-DISH (3474)
Email: care@dish.com
Mail: DISH NETWORK CUSTOMER SERVICE CENTER
P.O. BOX 9033
LITTLETON, CO 80160
Website: dish.com

For purposes of this Residential Customer Agreement (the "Agreement") and any customer agreement(s) applicable to the package plan(s) under which you are receiving Services and/or equipment from DISH Network (each, a "Package Plan Agreement"): (i) "you" and "your" refer to you, the DISH Network subscriber; and (ii) "DISH Network", "DISH", "we," "us" or "our" refer to DISH Network L.L.C. (formerly known as EchoStar Satellite L.L.C.) or, where applicable under the particular circumstances, third party billing agents.

"DISH Network" is a registered trademark of DISH Network L.L.C.

THIS AGREEMENT, TOGETHER WITH ANY APPLICABLE PACKAGE PLAN AGREEMENT, SETS FORTH THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICES AND EQUIPMENT TO YOU. THIS AGREEMENT IS EFFECTIVE UNTIL WE CHANGE OR REPLACE IT. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES OR EQUIPMENT SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, WE WILL NOTIFY YOU OF ANY CHANGES TO, OR REPLACEMENT OF, THIS AGREEMENT, AND YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES OR EQUIPMENT FOLLOWING RECEIPT OF SUCH NOTICE SHALL CONSTITUTE YOUR ACCEPTANCE OF SUCH CHANGED OR REPLACED AGREEMENT. IF YOU ARE AN EXISTING CUSTOMER AND DO NOT WISH TO ACCEPT ANY CHANGED OR REPLACED AGREEMENT, YOU MUST NOTIFY US IMMEDIATELY AND WE WILL, AT OUR OPTION, EITHER CANCEL YOUR SERVICE OR ALLOW YOU TO CONTINUE TO RECEIVE YOUR SERVICES UNDER THE PREVIOUS VERSION OF THIS AGREEMENT.

1. THE DISH NETWORK SERVICE

A. Services Defined. "Services" shall mean all video, audio, data, interactive and other programming services and all other services that are currently available from DISH Network (whether subscription, pay-per-view or otherwise) and that we may provide to customers in the future.

B. Minimum Programming Levels. If your applicable Package Plan Agreement specifies required minimum programming, you must subscribe to such programming. Otherwise, you must subscribe to one or more of the following programming packages: Welcome Pack, Latino Welcome, DISH America or a higher version of such packages; a qualifying International package plus one of the following: International Basic Package, Chinese Basic Package, or a previously listed package. We may change such minimum programming requirements at any time. For select customers based on when activation of service occurred, an International Service Access Fee (as detailed in Exhibit 1) may apply. If you subscribe to Racetrack TV, but do not subscribe to applicable minimum programming a Service Access Fee (as detailed in Exhibit 1) may appply.

C. Programming Availability. Certain Services, including without limitation, some subscription Services, sporting events and broadcast network Services, may be blacked out in your viewing area; if you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. If the location at which you are receiving Services is a wagering location, you are not eligible to receive certain channels, including without limitation, Racetrack TV. You must be at least 18 years of age, or the applicable age of majority where you reside, to order or receive adult-oriented programming services.

D. Changing Your Programming Selection. Unless otherwise specified in this Agreement or any applicable Package Plan Agreement(s), you may change your programming selection at any time by notifying us. A Programming Change Fee (as detailed in Exhibit 1) may apply to such programming changes, unless you are receiving Services and/or Equipment (as defined in Section 4(A)) pursuant to a Package Plan Agreement that requires you to pay in full for all Services and/or Equipment prior to receiving such Services and/or Equipment (a "Pre-Pay Promotion").

E. Multi-Month Subscriptions. For multi-month subscriptions, you may downgrade your Services only when you renew. You may not downgrade your Services during the term of a multi-month subscription.

F. Ordering Pay-Per-View. You may use your remote control and on-screen program guide to order pay-per-view Services through your television if your DISH Network receiver is connected to a land-based telephone line and/or a broadband home network. You may also order DISH Network pay-per-view Services by calling 877-DISH-PPV (3474-778) and using our automated system, or by visiting dish.com/orderppv, or by speaking with a live operator at one of our customer service centers (an Agent Assist Fee will apply as detailed in Exhibit 1). Pre-Pay Promotion customers may only order pay-per-view Services by calling 877-DISH-PPV (3474-778).

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G. Accessing the Internet Through Your Receiver. Some of our receivers can be used to access websites and information on the Internet. DISH Network does not have any control over such websites and information, and we do not make any representations, warranties or guarantees as to the availability or content of such websites and information, including without limitation: (i) the accuracy, availability, sequence, completeness, timeliness, copyright compliance, legality, content, validity, or quality of any such websites or information; or (ii) whether using the software contained in such receivers may result in accessing unintended, inappropriate or objectionable content. We may change, limit, suspend, disable and/or remove your ability to access the Internet using your receiver at any time without notice. We may also limit or restrict the websites and information that you may access on the Internet using your receiver at any time without notice.

H. Private Home Viewing Only. DISH Network provides Services to you solely for viewing, use and enjoyment in your private home. You agree that no Services provided to you will be viewed in areas open to the public, commercial establishments or other residential locations. Services may not be rebroadcast or performed, and admission may not be charged for listening to or viewing any Services. If your Services are viewed in an area open to the public, a commerical establishment or another residential location, we may disconnect your Services and, in addition to all other applicable fees, you must pay us the difference between the price actually paid for Services and the full applicable rate for such Services, regardless of whether we have the right to distribute such Services in such other location.

I. Changes in Services Offered. We may add, delete, rearrange and/or change any and all programming, programming packages and other Services that we offer, as well as the prices and fees related to such programming, programming packages and Services, at any time, including without limitation, during any term commitment period to which you have agreed. If a change affects you, we will notify you of such change and its effective date. In the event that we delete, rearrange or change any programming, programming packages or other Services, we have no obligation to replace or supplement such programming, programming packages or other Services. You are not entitled to any refund because of a deletion, rearrangement or change of any programming, programming packages or other Services.

J. Promotional Offers and Items. If a third party, such as an independent DISH Network retailer, integrator or private cable operator, offered you a promotional offer or item in connection with your subscription to the Services, such third party is wholly responsible for fulfilling such promotional offer or providing such promotional item, and DISH Network is not in any way responsible for such fulfillment unless the promotional offer or item was offered with DISH Network's prior authorization, approval, permission or knowledge.

2. BILLING POLICIES; PAYMENTS FOR SERVICES; FEES

A. Payments. You agree to pay all amounts billed for Services, as well as all taxes, fees and other charges, if any, that are now or may in the future be assessed in connection with any Services you receive from us, and any other charges due and owing to us. State and local taxes or reimbursement charges for gross earnings taxes imposed on satellite providers for transmission of programming in some states may apply. Unless you prepay for a multi-month subscription to Services or prepay for all Services as required by your participation in a Pre-Pay Promotion, we will bill you monthly in advance for most Services and in arrears for other Services such as pay-per-view ordered by you or anyone who uses your Equipment, whether with or without your permission, until you cancel your Services. Multi-month subscription customers and Pre-Pay Promotion customers will be billed based on your pre-pay period (multi-month subscriptions) or monthly (Pre-Pay Promotion customers), and must make all payments in advance of the due date on your bill in order to continue receiving your Services; you must also pre-pay for all other Services, such as pay-per-view, ordered by you or anyone who uses your Equipment, whether with or without your permission.

B. Billing Policies. Your bills will show the total amount due, the payment due date, payments, credits, purchases and other charges to your account. You may submit your payment by mail, on our website, through our AutoPay program, by calling a DISH Network customer service representative, or by any other means that we designate. Partial payments will be applied first to the oldest outstanding bill. You must make your payment regardless of whether you receive a bill. We do not assume the risk of undelivered mail. If you send checks or money orders marked with a designation such as "payment in full," we can accept them without waiving any of our rights, including without limitation, our rights to collect any other amounts owed by you, notwithstanding your characterization of such payment. DISH Network does not extend credit to our customers, and the Late Payment Fee (as detailed in Exhibit 1) is not interest, a credit service charge or a finance charge. Certain fees and charges may apply in certain circumstances to your payment for the Services, including without limitation, those expressly set forth in Exhibit 1 attached hereto and incorporated herein by reference.

C. AutoPay and Paperless Billing. If you accept a promotion that requires you to sign up for and maintain AutoPay and/or Paperless Billing and later discontinue AutoPay and/or Paperless Billing, then you may no longer be eligible for that promotion and you may lose the promotional price.

D. Alterations to Payment Terms. If you paid for a monthly subscription (other than a Pre-Pay Promotion) and your account is past due on more than one occasion, we may require that you pay for all Services and Equipment before you receive them and you will be deemed to be receiving your Service under a Pre-Pay Promotion, at which point, all terms and conditions of such Pre-Pay Promotion will apply to you. If you paid for a multi-month subscription to any Services and your account is past due for any amount, we may convert your multi-month subscription to a monthly subscription, and we will first apply the amount you paid for your multi-month subscription to any past due amounts and then to any obligations you incur in the future.

E. Restarting your Services. If you do not pay your bill in full by its due date, or you at any time otherwise fail, neglect or refuse to make timely payment for your Services, we may disconnect your Services, and in such event we will be wholly relieved from any and all of our duties and obligations under this Agreement. If your Services are disconnected for non-payment or any other reason, DISH Network may require that you pay, and you agree to pay, before we reconnect your Services, all past due charges, a deposit equal to a minimum of one month of service charges, and all outstanding balances accrued through the date of such disconnection. If your Services are disconnected for non-payment or any other reason, you will no longer be eligible, even if you pay to restart your

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Service, to receive any remaining credits or promotional pricing that you would have been eligible to receive had your Services not been disconnected. Unless required by applicable law, deposits will not be held segregated from other funds and will not earn or accrue interest. Promotional pricing is valid only at the time of installation.

F. Attorneys' Fees/Collections. If we use an attorney or a collection agency to collect any money you owe us or to assert any other right that we may have against you, including without limitation, any breach of any agreement you may have with DISH Network or one of our affiliates, you agree to pay the reasonable costs of such collection or other action. These costs may include, without limitation, the costs of a collection agency, reasonable attorneys' fees and court costs. If you believe you have been billed in error or you would like to make any other requests for a billing statement credit, you must contact our customer service center by telephone or in writing within twenty (20) days after the date you receive the bill for which you are seeking correction. Failure to timely notify us of a dispute will constitute your acceptance of the corresponding bill. You must pay undisputed portions of any billing statement before the next billing statement is issued or you must pay a Late Payment Fee. All payments for Services must be made directly by you to us, unless we authorize otherwise; for example, DISH Network shall have no obligation to provide Services for which payment is made by you to a third party or payment is made by a third party on your behalf.

G. Billing Agent Payments. Different or other payment and billing terms, conditions, options and fees may apply when billing is provided through a third-party billing agent, including without limitation, a local telephone company.

H. Early Termination Fees. Depending on your specific Package Plan Agreement, you may incur fees for disconnecting your service before the expiration of a commitment period or downgrading your programming below any applicable minimum programming requirement during a commitment period (each an "Early Termination Fee"). Please reference your Package Plan Agreement for details regarding any Early Termination Fee that may apply.

3. CANCELLATION OF SERVICE

A. Continuation of Services. Your subscription to Services will automatically renew until you cancel your Services or we otherwise disconnect your Services, in each case as provided herein or in any applicable Package Plan Agreement.

B. Cancellation Policies. You may cancel your Services for any reason at any time by notifying us at the phone number, e-mail address or mailing address set forth at the top of this Agreement. Please be aware that certain Package Plan Agreements have an optional or mandatory term commitment period and if you cancel your Services prior to the expiration of an applicable optional or mandatory term commitment period, certain early termination or cancellation fees may apply.

C. Disconnection of Services. In addition to all other rights that DISH Network may have to disconnect your Services, DISH Network may disconnect your Services if: (i) you fail to pay any bill in full when it is due; (ii) we receive confirmation that you have received Services, or any part of the Services, without paying for them; (iii) you otherwise violate the terms and conditions of this Agreement or any applicable Package Plan Agreement; (iv) you transfer, encumber or relocate any leased Equipment (unless you relocate such Equipment as part of a residential move into an area within which you can permissibly continue to receive such Services); (v) you assign or attempt to assign any of your rights, duties or obligations under this Agreement or any applicable Package Plan Agreement; (vi) you are receiving Services through a third-party billing agent and become ineligible to receive applicable services provided by such third-party billing agent; or (vii) you commence any act or filing of bankruptcy or bankruptcy proceedings are commenced against you.

D. No Credits. If your Services are cancelled or disconnected for any reason, you still must pay all outstanding balances accrued, including without limitation, any applicable fees. Except in certain limited circumstances, charges for Services, once charged to your account, are non-refundable, and no refunds or credits will be provided in connection with the cancellation of Services. If you received a discounted price due to a promotion, and you cancel prior to any applicable expiration of that promotion, you are not entitled to any refund or credit for the unused portions of such discounted price. If you received a discounted price in exchange for your agreement to pay for your Services on a multi-month basis, and you cancel your Services prior to the expiration of your multi-month subscription, you are not entitled to any refund or credit for the unused portions of your multi-month subscription.

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4. EQUIPMENT

A. Equipment. In order to receive Services you must purchase or lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver(s) and applicable Smart Card(s), remote control(s), satellite antenna(s), and sometimes low noise block converter(s) with integrated feed(s) (collectively, "Equipment").

B. Additional Tuners and Receivers. We may choose to allow you to place additional receivers on your account. If we allow you to do so, each additional receiver will be authorized to receive the same Services as your initial receiver, subject to the limitations of your television equipment. All of your receivers must be located at the same residence and continuously connected to the same land-based telephone line and/or broadband home network. If you wish to receive Services at two different residential locations, you must open a separate account for each location, unless otherwise specifically authorized by DISH Network. You may not directly or indirectly use a single account for the purpose of authorizing Services for multiple DISH Network receivers that are not all located in the same residential location and connected to the same land-based telephone line and/or broadband home network. If we later determine that you did, we may disconnect your Services and, in addition to all other applicable fees, you agree to pay us the difference between the amounts actually received by us and the full retail price for the Services authorized for each DISH Network receiver on your account.

C. Smart Cards. Receiver(s) are equipped with a conditional access card ("Smart Card") inserted into a slot or otherwise installed in such receiver. Not all receivers with a Smart Card slot require a Smart Card for proper authorization. Smart Cards remain the property of DISH Network at all times and must be returned to us upon our request. Smart Cards are not transferable. Your Smart Card will only work in the DISH Network receiver to which it was assigned by DISH Network. If you report to our customer service center that your Smart Card has been lost, damaged, defective or stolen, we will replace it, unless there is evidence of unauthorized tampering or modification, and a Smart Card Replacement Fee will apply. In addition, in order to minimize downtime for your Equipment, DISH Network will, upon your request, deliver a replacement Smart Card to you via overnight delivery, in which case an Overnight Delivery Fee will apply.

D. DVR. DISH Network's digital video recorder ("DVR") products allow you to record programming in digital format. Total available recording time varies depending on your receiver and the nature of the programs being recorded. DISH Network does not guarantee access to or recording of any particular programming, or that any such programming will not be deleted from your DVR product. Most programming is the copyrighted material of the third party that supplies it; is protected by copyright and other applicable laws; and may not be reproduced, published, broadcast, rewritten, or redistributed without the written permission of the third party that supplied it (except as permitted by the "fair use" provisions of the U.S. copyright laws).

E. Telephone/Broadband Connection. To optimize the operation of your Equipment, you must continuously connect each DISH Network receiver on your account to the same land-based telephone line and/or a broadband home network. Failure to connect each receiver to the same land-based telephone line and/or a broadband home network may result in interruption or disconnection of Services. We may charge you a TV2 Receiver Connection Fee for each dual tuner receiver that is not connected to the same land based telephone line and/or a broadband network (as detailed in Exhibit 1).

F. Receiver Alterations. DISH Network may, through periodic downloads, alter the software, features and/or functionality in your DISH Network receivers; provide data and content to DVR products; store and remove data and content on the hard drives of DVR products; and send electronic counter-measures to your DISH Network receivers. DISH Network will use commercially reasonable efforts to schedule these downloads to minimize interference with or interruption to your Services, but shall have no liability to you for any interruptions in Services arising out of or related to such downloads. DISH Network may from time to time cease supporting one or more DISH Network receiver models.

G. Proprietary Components and Software. DISH Network receivers and Smart Cards contain components and software that are proprietary to DISH Network and its licensors. You agree that you will not try to reverse-engineer, decompile or disassemble, nor will you tamper with or modify, any software or hardware contained within any receiver or Smart Card. Such actions are strictly prohibited and may result in the termination of this Agreement, disconnection of your Services and/or legal action.

H. Software License. You are licensed to use the software provided in your DISH Network receiver(s), as updated by DISH Network, its licensors and/or its suppliers from time to time, solely in executable code form, solely in conjunction with lawful operation of the DISH Network receiver(s) that you purchased or leased, and solely for the purposes permitted under this Agreement. You may not copy, modify or transfer any software provided in your DISH Network receiver(s), or any copy of such software, in whole or in part. You may not reverse-engineer, disassemble, decompile or translate such software, or otherwise attempt to derive its source code, except to the extent allowed under any applicable laws. You may not rent, lease, load, resell for profit or distribute any software provided in your DISH Network receiver(s), or any part thereof. Such software is licensed, not sold, to you for use only under the terms and conditions of this license, and DISH Network, its licensors and its suppliers reserve all rights not expressly granted to you. Except as stated above, this license does not grant to you any intellectual property rights in the software provided in your DISH Network receiver(s). Any attempt to transfer any of the rights, duties or obligations of this license is null and void. If you breach any term or condition of this license, this license will automatically terminate.

I. Stolen Equipment. If any of your Equipment is stolen or otherwise removed from your premises without your authorization, you must notify our customer service center by telephone or in writing immediately, but in any event not later than three (3) business days after such removal, to avoid liability for payment for unauthorized use of your Equipment. You will not be liable for unauthorized use that occurs after we have received your notification.

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5. LEASED EQUIPMENT

A. Lease Terms. We may choose to lease certain Equipment to subscribers. Unless otherwise specified in an applicable Package Plan Agreement(s), such Equipment (including without limitation, the LNBFs, but not the satellite antenna), shall at all times remain the sole and exclusive property of DISH Network, and we may provide or replace leased Equipment with new or reconditioned Equipment at any time, and upon cancellation or disconnection of your Services, remove or require the return of such Equipment. No leased Equipment provided to you by DISH Network shall be deemed fixtures or part of your real property. We may make such filings and recordings that we may consider necessary to evidence our ownership rights in such Equipment, and you agree to execute any and all documents that we may consider necessary for us to make such filings. Our ownership of such Equipment may be displayed by notice contained on it. You have no right at any time to pledge, sell, mortgage, otherwise encumber, give away, remove, relocate, alter or tamper with such Equipment, or to tamper with or alter any notice of our ownership on such Equipment. Any reinstallation, return, or change in the location of such Equipment must be performed by DISH Network at our then-current service rates. You shall not attach any electrical or other devices to, or in any way alter, any such Equipment without our prior written consent. You are responsible for preventing the loss or destruction of leased Equipment and we recommend that such Equipment be covered by your homeowners, renters or other insurance policy.

B. Return of Leased Equipment. It is your responsibility to return all leased Equipment within thirty (30) days following cancellation or disconnection of your Services. You must call 800-333-DISH (3474) to receive a return authorization number and instructions regarding acceptable methods for returning the Equipment. Options to return your Equipment include, but are not limited to, the use of a shipping label and empty box provided by DISH Network by paying a Box Return Fee (as detailed in Exhibit 1) (which price is subject to change at any time) or scheduling a DISH Network in-home service call to remove the Equipment by paying a Service Call Fee (as detailed in Exhibit 1) charge (which price is subject to change at any time). Equipment will not be deemed returned until received by DISH Network. If you do not return such Equipment undamaged and in working order, normal wear and tear excepted, and in accordance with the procedures set forth herein, then you are responsible and must pay us certain charges as described in the Package Plan Agreement.

C. Defects and Damages. You must notify us immediately of any defect in, damage to, or accident involving your leased Equipment. All maintenance and repair of such Equipment must be performed by us or our designee(s). DISH Network may charge you for any repairs that are necessitated by any damage to, or misuse of, such Equipment.

6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT

You may not assign or transfer your Services without our written consent, which will not be unreasonably withheld. Provided however, if you lease Equipment or your account has an outstanding balance, then the withholding of consent to assign or transfer your Services shall not be deemed unreasonable.

7. LIMITATION OF OUR LIABILITY

A. INTERRUPTIONS AND DELAYS. NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, WILL BE LIABLE FOR ANY INTERRUPTION IN ANY SERVICE OR FOR ANY DELAY OR FAILURE TO PERFORM, INCLUDING WITHOUT LIMITATION: IF SUCH INTERRUPTION, DELAY OR FAILURE TO PERFORM ARISES IN CONNECTION WITH THE TERMINATION OR SUSPENSION OF DISH NETWORK'S ACCESS TO ALL OR ANY PORTION OF SERVICES; THE RELOCATION OF ALL OR ANY PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S); A CHANGE IN THE FEATURES AVAILABLE WITH YOUR EQUIPMENT; ANY SOFTWARE OR OTHER DOWNLOADS INITIATED BY US; OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, SATELLITE OR UPLINK FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR REASONABLE CONTROL.

B. ALTERATIONS TO EQUIPMENT. NONE OF DISH NETWORK, ECHOSTAR OR OUR THIRD-PARTY BILLING AGENTS, OR ANY OF OUR OR THEIR AFFILIATES, WILL BE LIABLE FOR ANY ALTERATION TO ANY EQUIPMENT, INCLUDING WITHOUT LIMITATION, REMOVING OR DISABLING FEATURES (SUCH AS THE ABILITY TO ACCESS THE INTERNET VIA A RECEIVER).

C. LOSS OF RECORDED MATERIAL. NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF RECORDED MATERIAL OR THE PREVENTION OF RECORDING, INCLUDING WITHOUT LIMITATION, ANY LOSS OR PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT.

D. NO WARRANTIES. EXCEPT AS EXPRESSLY PROVIDED TO THE CONTRARY BY APPLICABLE STATE LAW, NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, MAKE ANY WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING YOUR DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT OR ANY SERVICES FURNISHED TO YOU. ALL SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY DISCLAIMED AND EXCLUDED.

E. CONTENT RESTRICTIONS. IT IS YOUR RESPONSIBILITY TO IMPOSE ANY PROGRAMMING, INTERNET OR OTHER CONTENT RESTRICTIONS ON YOURSELF, MEMBERS OF YOUR FAMILY AND HOUSEHOLD, AND GUESTS, AS YOU DEEM APPROPRIATE. NONE OF DISH NETWORK, ECHOSTAR, OUR THIRD-PARTY BILLING AGENTS, OR OUR AND THEIR AFFILIATES SHALL HAVE ANY LIABILITY TO ANYONE DUE TO, OR BASED UPON, ANY CONTENT (INCLUDING WITHOUT LIMITATION, ANY INACCURACIES, ERRORS IN OR OMISSIONS FROM SUCH CONTENT): (i) CONTAINED IN ANY OF THE SERVICES FURNISHED TO YOU; OR (ii) ACCESSED USING THE SERVICES OR EQUIPMENT FURNISHED TO YOU.

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F. DAMAGES LIMITATION. NEITHER WE NOR OUR THIRD-PARTY BILLING AGENTS, NOR ANY OF OUR OR THEIR AFFILIATES, SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATING TO: DISH NETWORK EQUIPMENT OR ANY OTHER EQUIPMENT; OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT TO YOU; OR ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT FURNISHED TO YOU.

8. LEGAL COMPLIANCE; PIRACY AND INFRINGEMENT; TRADEMARKS; PUBLIC RIGHTS OF WAY

A. Piracy. Receiving any portion of the Services without paying for them and/or any direct or indirect act or attempted act to engage or assist in any unauthorized interception or reception of any portion of the Services is a violation of various U.S. federal and state laws and of this Agreement. The penalties for violating such laws can include imprisonment and civil damage awards of up to $110,000 per violation.

B. Infringement. Section 605(e)4 of Title 47 of the United States Code makes it a federal crime to modify Equipment to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to $500,000 and imprisonment for five years, or both. Any person who procures Equipment that has been so modified is an accessory to that offense and may be punished in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation. The Equipment may incorporate copyright protection technology that is protected by U.S. patents and/or other intellectual property rights. Use of such copyright protection technology must be authorized by DISH Network or its suppliers or licensors, and is intended for home and other limited pay-per-view uses only, unless otherwise authorized by DISH Network or its suppliers or licensors. Reverse engineering or disassembly is prohibited.

9. GENERAL

A. Notice. Any notice required or permitted to be given by us under this Agreement may be provided via the mail, on your bill, as a bill insert, via broadcast on a television channel, through publication on the website set forth at the top of this Agreement, by telephone, or by any other reasonable means. If we send you notice by mail, on your bill or as a bill insert, it will be considered given the day after it is deposited in the U.S. mail, addressed to you at your then-current billing address in our records. If we send you notice via broadcast on a television channel or through publication on the website set forth at the top of this Agreement, it will be considered given when first broadcast or published. If we send you notice by telephone, it will be considered given when personally delivered to you or when left as a message at your then-current phone number in our records. Unless otherwise specified in this Agreement, any notice required or permitted to be given by you under this Agreement shall be in writing and shall be sent by first-class mail addressed to us at the mailing address set forth at the top of this Agreement, and shall be deemed given when received by us at such mailing address.

B. Physical Address/Change of Address. When setting up your DISH Network account, you must provide us with the physical address where your Equipment will be located and your Services will be provided. A post office box does not meet this requirement. You must give us immediate notice of any change of name, mailing address, telephone number, or physical address where your Equipment is located. You may do this by notifying our customer service center by telephone or in writing at the phone number, mailing address, or e-mail address set forth at the top of this Agreement.

C. Online Account Information. If you have an online account with us, you are responsible for maintaining the confidentiality of your account username and password and for all activities that occur under your account username and/or password. You must: (i) keep your account username and password confidential and not share them with anyone else; and (ii) immediately notify us of any unauthorized use of your password and/or account username or other breach of security.

D. Third-Party Billing Agents. We may enter into relationships with third parties to provide billing and other services on our behalf, in which case the terms and conditions of this Agreement shall apply to such third parties as applicable under the circumstances. Additional terms and conditions imposed by our third-party billing agents may apply. For example and without limitation: (i) late fees imposed by our third-party billing agents may be administered according to our third-party billing agent's billing procedures and applicable state tariffs and regulations; (ii) our third-party billing agents may require that you to pay all past due charges for Services, a restart fee, and/or a prepayment before we reconnect your Services; and (iii) other services provided by our third-party billing agents, including without limitation, local telephone service, may need to be restored before DISH Network Services can be restored, and a restoral fee and/or deposit may be required to restore third-party billing agent services. Partial payments on third-party billing agent bills may be applied first to the balance due for other services billed on your third-party billing agent bill, including without limitation, local telephone service, according to the third-party billing agent's billing procedures and applicable state statutes and regulations. Please contact your third-party billing agent for details. Failure to pay all or any part of your third-party billing agent bill may result in disconnection of Services. If your account is assigned to a third-party billing agent we will provide you notice of such assignment.

E. Credit Checks. You authorize DISH Network to investigate your financial responsibility and creditworthiness, including without limitation, acquiring credit reports and histories, and to report any payment defaults to credit reporting agencies. Such credit checks may require you to provide DISH Network with your social security number. Under the Fair Credit Reporting Act, you have the right to notify DISH Network if you believe we have reported inaccurate information about your account to any credit reporting agency. Please include in any such notice the specific item of dispute and why you believe the information reported is in error.

F. Applicable Law. This Agreement, including without limitation, all matters relating to its validity, construction, performance and enforcement, and any claim, complaint or dispute arising out of or related to this Agreement, the Services or the Equipment shall be governed by the laws and regulations of the State of Colorado without giving effect to its conflict of law provisions. This Agreement is subject to amendment, modification or termination if required by such laws or regulations. If any provision in this Agreement is declared to be illegal or in conflict with any

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law or regulation, that provision will be considered modified to the minimum extent necessary to make such provision legal and no longer in conflict with such law or regulation, without affecting the validity of any other provisions.

G. Remedies Cumulative. The rights and remedies provided under this Agreement to DISH Network in case of your default or breach of this Agreement are cumulative and without prejudice to any other rights and remedies that DISH Network may have by reason of such default or breach at law, in equity, under contract or otherwise (all of which are expressly reserved).

H. Other. No salesperson, installer, customer service representative, authorized retailer, or other similarly situated individual is authorized to change or override this Agreement. DISH Network may, however, change this Agreement at any time and will notify you if that occurs. The terms and conditions of this Agreement that either are expressly stated to survive or by their nature would logically be expected to survive its expiration or termination will continue thereafter. This Agreement is in addition to any other written agreement(s), if any, between you and DISH Network, including without limitation, any applicable Package Plan Agreement, and except as provided to the contrary herein, all such written agreements shall remain in full force and effect. Except as expressly set forth in this Agreement to the contrary, this Agreement replaces and supersedes any and all prior DISH Network Residential Customer Agreements in their entirety, and such prior DISH Network Residential Customer Agreements shall be of no further force or effect whatsoever. In the event of any ambiguity between this Agreement and any applicable Package Plan Agreement, DISH Network shall have the sole and exclusive authority to interpret and/or make a final determination concerning any issue arising from such ambiguity.

EXHIBIT 1 - FEES

In addition to any amounts due for your Services and any other amounts due under this Agreement or any applicable Package Plan Agreement, you agree to pay the fees listed in the table below ("Fees") if and when applicable. DISH may change these Fees, increase or decrease these Fees, or impose additional Fees at any time upon notice to you. Discounts on certain Fees may be available from time to time if you subscribe to certain programming packages and/or use certain Equipment. Additional Fees may apply for non-standard installations or if you upgrade your Equipment after installation. You may call 800-333-3474 to request an itemization of any cost that you will incur in order to purchase and/or lease or receive DISH equipment and/or DISH Services.

Type of Fee	Amount	Description of When Fee Applies
Monthly Fees		
Additional Receiver Fee* (*In determining the Additional Receiver Fee amount, the receiver with the highest associated fee shall be deemed activated prior to all other receivers on your account.)	$7.00	You have more than one (1) receiver on your account. Per additional high definition (HD) receiver.
	$10.00	You have more than one (1) receiver on your account. Per additional DVR receiver.
	$14.00	You have more than one (1) receiver on your account. Per additional Duo receiver.
	$17.00	You have more than one (1) receiver on your account. Per additional DuoDVR or SlingLoaded™ receiver.
Receiver Fees	$7.00	You have a Hopper™ receiver on your account.
	$7.00	You have a Joey™ receiver on your account.
Whole Home DVR Service Fee	$4.00	You have a Whole Home Hopper with Sling HD DVR system on your account.
DVR Service Fee	$6.00	You purchase or lease a digital video recording receiver and you do not subscribe to a "with DVR" programming package. (If you have a HD Duo SlingLoaded DVR receiver on your account, a $10.00 fee will also apply.)
Protection Plan	$6.00	You participate in the Protection Plan.
DISH Pause	$5.00	You are eligible for and participate in DISH Pause.

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Type of Fee	Amount	Description of When Fee Applies
Service Access Fee	$6.00	You subscribe to Racetrack TV but do not subscribe to applicable required minimum programming.
International Service Access Fee	$10.00	You do not subscribe to applicable required minimum programming.
TV2 Receiver Connection Fee	$5.00	You purchase or lease a dual tuner receiver and it is not connected to a phone line and/or a broadband network.
DISH 500 Upgrade Fee	$5.00	You receive Services in Alaska (AK) or Hawaii (HI).
Transactional Fees		
Agent Assist Fee	$5.00	You order PPV or make a credit/debit card or Bank Account payment over the phone with an agent.
External Hard Drive Activation Fee	$40.00	One-time fee charged if you have a ViP receiver and you choose to connect an external hard drive to that receiver.
Late Payment Fee	$7.00	You do not pay your bill in full on or before its due date (unless you are receiving Services pursuant to a Pre-Pay Promotion).
Returned Payment Fee	$10.00	You make an EFT or check payment to DISH Network and it is subsequently returned.
Shipping and Handling Fee	$15.00	DISH Network delivers hardware to you via regular delivery. (A $20.00 Extended Delivery Fee also applies to AK, HI, Puerto Rico, or Virgin Islands.)
Overnight Delivery Fee	$20.00	DISH Network delivers an item to you via overnight delivery (not available in Alaska, Hawaii, Puerto Rico, or the U.S. Virgin Islands).
Box Return Fee	$17.00	DISH Network delivers return boxes and labels to return leased equipment.
Smart Card Replacement Fee	$50.00	We replace your Smart Card because it was lost, damaged, defective or stolen, as long as there is no evidence of tampering or modification.
Out of Warranty Receiver Replacement Fee	$75.00	You need to replace or repair an out of warranty receiver.
Service Call Fee	$95.00	We send a certified technician to you.
Programming Change Fee	$5.00	You change your programming selection in 30 days or less from the same service being added (but not regarding adult programming).
	$20.00	Changes to your programming selection include adult programming.

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FCC COMPLIANCE

⚠ The following text is extracted from Federal Communications Commission (FCC) regulations, as of this Guide's publication date. Contact the FCC (see following) or a library for complete text of the regulations.

Telephone Communication

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back panel of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant, such as RJ-11. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact DISH Network at 1-800-333-DISH (3474). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

There are no user serviceable parts inside.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Compliance Information Statement

EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood CO., (303) 706-4000, declares that: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Signal Strength Present at the Television

The software-based attenuator within the satellite receiver will limit the signal present at your television set to below the FCC signal strength limit of 75.6dBuV. If you choose not to enable the attenuator, you must ensure that the signal strength present at the TV set does not exceed 75.6dBuV.

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Receiver Information

Write the following information in the spaces provided below. You may need to provide this information if you call the Service Center. To get the Conditional Access Numbers, display the **System Info** menu (see *Ordering Your Programming Packages*).

Purchase Location Name:	
Purchase Location Telephone Number:	
Receiver Serial Number:	
Receiver Conditional Access Number	
Smart Card Conditional Access Number:	

Remote Control Settings

	Remote Control 1	Remote Control 2
Remote Control Location (SAT Mode)		
TV Code (TV Mode)		
DVD/BD Player or VCR Code (DVD Mode)		
Auxiliary Device Code (AUX Mode)		

TV Input/Channel Settings

	Hopper with Sling HD DVR TV	Joey Receiver TV(s)
TV Input or Source for DISH receiver		

For all your customer needs, go to mydish.com/chat or call the Customer Service Center at 1-800-333-DISH (3474).

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